

# JESSICA CLAIRE

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## SUMMARY

### Summary

Experienced Software Quality Assurance Tester with 15 years of dealing with testing and support in both desktop and web-based environments. Analyzed pre- and post-development applications to isolate and resolve performance errors through cooperation with development and technical support teams. Dedicated to superior debugging services through exceptional communication, prompt and precise diagnosis and effective solutions. Experienced Software Quality Assurance Tester with 15 years of dealing with testing and support in both desktop and web-based environments. Analyzed pre- and post-development applications to isolate and resolve performance errors through cooperation with development and technical support teams. Dedicated to superior debugging services through exceptional communication, prompt and precise diagnosis and effective solutions. Systematic 12 well-versed in software development and testing protocols. Helps teams produce high-quality work by completing thorough quality assurance evaluations. Strong communicator and multitasker with organized, detail-oriented approach. Proficient in complex 12 and 13 deployments. Experienced Software Quality Assurance Tester with 15 years of dealing with testing and support in both desktop and web-based environments. Analyzed pre- and post-development applications to isolate and resolve performance errors through cooperation with development and technical support teams. Dedicated to superior debugging services through exceptional communication, prompt and precise diagnosis and effective solutions. Systematic 12 well-versed in software development and testing protocols. Helps teams produce high-quality work by completing thorough quality assurance evaluations. Strong communicator and multitasker with organized, detail-oriented approach. Proficient in complex 12 and 13 deployments (Accountable for managing people, setting direction and deploying resources; typically is responsible ... M2 Manager (aligns with Global Grades 9 and 10-12)  
Webex Control hub Administration for beta customers: Managing users, licenses, devices and hybrid services.  
Deployed software/hardware as part of the regular project and maintenance cycles  
Resolved customer problems (Remedy Incident Management)  
Overall planning and administration  
Landscape  
Manage/Supervise staff, assist in the recruiting, hiring/selection, training and evaluation of employees. Receive and evaluate Vendor and club reports  
Manage budget  
Compile and/or Supervises the completion of statistical and related data for all areas of responsibility. Prepares RFQs for new contracts and conducts bidding process for new contracts and/or renewals as necessary. Board participation, recommendations regarding contracts and budgets to Board based on sound judgement and knowledge.  
Plan and coordinate the work of subordinates.  
Analyze problems and develop practical solutions.

## SKILLS

Management Skills  
Management Team Collaboration  
Plan and Coordinate the Work of Subordinates  
Analyze Problems and Develop Practical Solutions Results and Deadline Driven  
Develop and Maintain Effective Working Relationships Procedure Development Customer Service Recruit, Hire and Retain Employees Continuous Learning Teamwork and Positive Attitude Advocate and Voice of the Customer Cross-Functional Team Collaboration/Diagnostic Concise Written and Verbal Communication Technical Skills Bug Tracking Scripting and Documentation Web-Based Testing Performance Testing Test Program Development Defect Tracking and Reporting Engineering Team Support White Box Testing Hardware and Software Configuration Continuous-Integration Testing Software Manual Testing Passionate about Quality Firmware Testing Software Functionality Feedback Agile Best Practices.

## EXPERIENCE

### Cisco Systems, Inc. - Software Development Testing Engineer

City, STATE • 01/2022 - Current

#### Experience

Cisco Systems, Inc. | San Jose, CA

Tracked quality assurance metrics and liaised with internal teams. Software Development Testing EngineerWorked with off-site teams to complete timely tests and facilitate smooth 01/2022 - Currentproduct releases.  
Searched for bugs in newly-developed aspects of existing web applications in sandbox environments, reporting errors to deliver complete functionality in time for launch date.  
Collaborated with developers, system installers and technical support representatives in identifying errors to determine appropriate team to consult for resolving issue.  
Tracked software bugs and detailed information regarding findings and resolution techniques in documentation.  
Worked with CISCO Communications Manager (CUCM) as an administrator.  
Cisco Webex Control hub Administration for beta customers: Managing users, licenses, devices and hybrid services.  
Worked on several models of Cisco wireless/wired Headsets.

### Carnival Cruise Line - Assistant Maitre D'

City, STATE • 06/1986 - 08/2022

Greeted guests and gathered information to seat groups or place on waitlist.  
Supported serving staff, food runners and bussers to keep dining room presentable and ready for guests.  
Escorted guests to seating area, furnished menus and highlighted daily specials.  
Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.  
Accommodated guests with children and special needs to promote comfortable dining experience.  
Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.  
Developed long-term relationships with customers to increase opportunities for repeat business.  
Delivered outstanding service and support from initial interaction to final departure, maintaining loyal clientele.  
Checked dining and serving areas to verify proper cleanliness and readiness for guests.  
Greeted incoming guests to escort to assigned dining area and present menus.

### Holiday Inn Stanford/Sheraton Palo Alto - Hotel Restaurant Manager/Assistance Front Desk Ma

City, STATE • 01/1995 - 05/1997

Handled guest complaints and offered complimentary services for hardship cases.  
Mentored new employees, demonstrating best methods for servicing clients and guests.  
Managed budget and expenditures, supplies and renovations and drove operations to meet sales and profit margins.  
Coordinated weekly staff schedule to accommodate ongoing and seasonal needs of hotel.  
Delegated work to staff, setting priorities and goals.  
Arranged special accommodations for guests to enhance visitor experiences.  
Received incoming calls and coordinated with staff to fulfill customer requests.  
Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.  
Worked with housekeeping and maintenance staff to address and resolve building and room issues.

### New Atlantic Aluminum Ltd - Aluminum Fabricator and Installation

City, STATE • Feb1976 - Nov1985

Tracked quality assurance metrics and liaised with internal teams.  
Worked with off-site teams to complete timely installation and facilitate smooth product delivery.  
Updated software documentation and user guides to align with current features and comply with best-practice standards.  
Collaborated with developers, installers and technical support representatives in identifying errors to determine appropriate team to consult for installation and resolving issues.  
Fabricate and Installation  
Glass Sliding doors/windows  
Bathroom Shower doors  
Plantation Shutters  
Window Blinds  
Aluminum Glass Entrance doors  
Glass cutting

## EDUCATION AND TRAINING

Masters Institute  
San Jose, CA • 04/1988

Associate of Applied Science:  
Computer System Administration

ST James High School  
Montego Bay, Jamaica • 07/1981

High School Diploma

## CERTIFICATIONS

- Certified CCNA, Systems - 2002
- Microsoft Certified: MCP
- Microsoft Certified MCSE
- A+ Certification