

# JESSICA CLAIRE

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 100 Montgomery St. 10th Floor

## SKILLS

- Testing Analytics
- Defect Tracking and Reporting
- Software Release and Versioning
- Script and Scenario Design
- Test Program Development
- Software Development Life Cycle
- Standards and Security Compliance
- Software Compatibility Testing
- Web and Mobile Application QA
- Customer Service
- Software Defect Documentation
- Bug Tracking and Resolution
- Client Requirements
- Application Subject Expertise
- Status Reporting
- Technical Support
- Test Plans and Cases
- Defect Analysis and Resolution
- System Performance Assessment
- Technical Troubleshooting
- Hardware and Software Repair
- System Performance Assessments
- Error Detection
- Microsoft Windows and Office
- Help Desk Support
- Software Evaluation
- Account Administration
- Troubleshooting Network Issues
- Issue and Resolution Tracking
- Computer Diagnostics
- Computer System Diagnostics Software
- Database Management
- Software Patches

## EDUCATION AND TRAINING

College And Career Academy At Pruden  
Suffolk, VA • 06/2013

CIW Web Development Associate

College And Career Academy At Pruden  
Suffolk, VA • 06/2013

CIW Internet Business Associate

Kings Fork High School  
Suffolk, VA • 05/2012

High School Diploma

## SUMMARY

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## EXPERIENCE

**Ubs - Software Testing Technical Writer**  
Philadelphia, PA • 11/2022 - Current

- Tested web application compatibility and performance to recommend cross-browser compatibility improvements to web development team.
- Tracked software bugs and detailed information regarding findings and resolution techniques in documentation.
- Collaborated with developers, system installers and technical support representatives in identifying errors to determine appropriate team to consult for resolving issue.
- Comprehended new content functionality through research and testing.
- 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.
- Updated software documentation and user guides to align with current features and comply with best-practice standards.
- Verified automated testing-related activities followed strict company standards.
- Reviewed user software error reports submitted to technical support representatives for diagnosis and evaluated merits of developing studies to better understand underlying causes.
- Designed simulation tests focusing on common user applications and unlikely cases, advising development team of current configuration performance limitations.
- Used GitLab database to maintain detailed records of known bugs and patches.
- Produced test scripts for new automated software testing rounds.

**Alphapointe - Application Support Analyst**  
Little Rock Air Force Base, AR • 04/2019 - 11/2022

- Contributed to technical support documentation by updating literature based on common support interactions and known issues with software.
- Supported internal and external user requests for technical intervention on the Joint Knowledge Online website.
- Handled user account access management, assigning credentials, distributing permissions and terminating defunct users.
- Escalated technical issues to development or technical operations team following prescribed support guidelines.
- Gathered user requirements and preferences for application changes, integrating feedback into subsequent patching schedule.
- Coordinated with software developers, system engineers, and QA engineers to identify and address customer needs.
- Participated in software testing, writing test cases and scenarios to improve future training.
- Designed training materials and reference guides for end-users.
- Tested new software releases for quality assurance purposes and determined coordination with performance and efficiency goals.
- Facilitated onboarding new employees by conducting orientation and company-wide or job-specific training.
- Monitor database server status and report issues to system engineering.

**Navy Marine Corps Intranet - IT Help Desk Technician**  
City, STATE • 06/2018 - 03/2019

- The Service Desk Technician answers, evaluates, and prioritizes incoming telephone and e-mail requests for assistance from customers experiencing problems with hardware, software, networking, and other computer-related technologies.
- Created new accounts, reset passwords and configured access to servers and file management software for users.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.
- Maintained records, logs and lifecycle documentation of work requests. Remedy Ticketing system and HP Service Manager.
- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Answered user inquiries to resolve computer software or hardware operation problems.
- Installed and performed minor repairs to hardware, software or peripheral equipment.
- Oversaw daily performance of computer systems.
- Entered commands and observed system functioning to verify correct operations and detect errors.

**U.S. Army Active Duty - Automated Tactical Data Systems Specialist**  
City, STATE • 10/2014 - 03/2019

- An Automated tactical data systems specialist is primarily responsible for operating the data systems for the Cannon and Multiple Launch Rocket Systems. They play a critical role in the delivery of fire support for infantry and tank units during combat.
- Manage and maintain database during operations.
- Assist in the preparation of computer centers.
- Prepare field artillery tactical data systems and centers of operation.
- Determine target location with the use of various data systems (AFATDS).
- Install and repair communication technology.
- Compiled trend reports to proactively assess technology issues and threshold compliance.
- Analyzed key process metrics and trends, conducting investigations to assist problem resolution and document resources.
- Supported IT inspections based on internal and regulatory requirements.
- Installed wiring, cabling and devices to establish, repair and improve network operations.
- Configured hardware devices and software settings to optimize network performance.