

# Jessica Claire

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**PROFILE** • High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

**CORE QUALIFICATIONS** • Competent trainer  
• Skilled in meeting customer and stakeholder needs  
• Capable implementing LEAN, Agile, SCRUM  
• Able to leverage people's individual skills  
• Understanding employee rights and responsibilities  
• Familiar with Union Collective Bargaining agreements  
• Operating Systems: Windows 8, 7, Vista, Mac OS X, iOS, Android, some Linux  
• Technologies: Desktop workstations, mobile tablets & phones, SQL, HTML, CSS  
• Software: Visual Studio 2010-2013, Office 2007-2013, Visio, SharePoint, Project

**PROFESSIONAL EXPERIENCE** • **TESTING AND QUALITY ASSURANCE SUPERVISOR** 04/2014 to CURRENT

**Engility Corporation | Fort Lewis, WA**

- Provide leadership to a team of nine software testers.
- Oversee day to day activities and operations of the team.
- Maximize in house capacities and maintain efficient daily operations.
- Perform recruitment tasks, interviews, and training.
- Monitor facility staff.
- Complete annual, trial and probationary performance evaluations.
- Understand and work within Union Collective Bargaining agreements.
- Establish relationships with appropriate project members and stakeholders on projects.
- Understand and apply project management principles and practices to meet business objectives.
- Participate in the application design process.
- Facilitate communication during the final phase of the project's release to meet timelines.
- Understand and leverage all phases of a project life cycle; kick-off, requirements, system, integration, regression and acceptance testing.
- Lead or serve as technical advisor on projects.
- Recognize mission critical information that affects business rules and release.
- Identify user responsibilities and ownership.
- Adhere to the Software Development Life Cycle and practice transparent communication.

**SOFTWARE TESTER**

03/2000 to 04/2014

**Bayer Inc. | Kansas City, MO**

- Perform end-to-end testing on all major Dept.
- of Revenue applications.
- Understand and apply project management principles and practices to meet business objectives.
- Participate in the application design process.
- Lead teams on quality improvement and feasibility studies for enterprise wide deployments.
- Facilitate communication during the final phase of the project's release to meet timelines.
- Coordinate application feedback among technical leads and stakeholders to ensure a collaborative resolution to post implementation problems.
- Write test plans and test cases.
- Execute test cases that impact enterprise level applications.
- Understand and leverage all phases of a project life cycle; kick-off, requirements, system, integration, regression and acceptance testing.
- Use automated test runs for simple regression tests.
- Recognize mission critical information that affects business rules and application functionality.
- Identify user responsibilities and ownership.
- Coordinate the configuration of test environments.
- Utilize Microsoft Visual Studio, Test Manager, Visual SourceSafe, SQL Server and Query Analyzer.
- Write and run SQL update, insert, and query scripts for querying database tables to assist in testing.
- Offer test priorities to guide stakeholders, developers, and other testers during testing phases.
- Adhere to the Software Development Life Cycle and practice transparent communication.
- Review trends that impact current applications like mobile devices.
- Participate in facilitating employee satisfaction surveys.
- Travel throughout the State in accordance with DOR and WA state policy.

**OPERATIONS LEAD**

04/1998 to 03/2000

**Department Of Information Services | City, STATE**

- Oversee 12 or more staff in a 24/7 computer mainframe operations environment.
- Assume supervisor's duties in their absence.
- Manage multiple resources and priorities during shifts.
- Resolve conflicts in staff scheduling, and make decisions adjusting the work flow.
- Travel in accordance with DIS and WA state policy.
- Participate in disaster recovery exercises.
- Troubleshooting and diagnose hardware/software system failures on large mainframes.
- Regulate or restructure the processing priority and resources of the system ensuring maximum performance for job completion.
- Document and track problem incidents, coordinate a plan with the client and technical analysts to resolve the issue.
- Notify customers of system problems or processing delays.
- Test new software and hardware installations.
- Equipment and Software used, IBM S390, IBM ES9000, UNISYS 2200/600, ACES (Automated Client Eligibility System), CA-7/CA-11, OS/390, Clear Path platform, JCL/TSO, JES2/JES3, Quick Scan, STAR and CA-1.

**EDUCATION** • Programming/Database Management JUNE 2006

**South Puget Sound Community College, Olympia, WA**

Programming/Database Management

**Associate of Technical Arts | Electronics Technology**

JUNE 1992

**Centralia Community College, Centralia, WA**

Electronics Technology

**SKILLS** • Agile, application design, CA-1, CA-11, CA-7, Excellent communication, hardware, CSS, Client, database, disaster recovery, feasibility studies, HTML, IBM, ES9000, JCL, JES2, JES3, leadership, Linux, Mac OS, mainframe, mainframes, Office, Windows 8, enterprise, Operating Systems, OS/390, project management, quality improvement, Quick, recruitment, research, scheduling, scripts, Software Development, Visual SourceSafe, SQL Server, SQL, supervisor, tables, phones, trainer, Troubleshooting, TSO, UNISYS, Visio, Vista, Microsoft Visual Studio, Visual Studio