

JESSICA CLAIRE

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Professional Summary

Knowledge of QA testing procedures, testing cycles (STLC), Quality Assurance Testing, Software Development Lifecycle (SDLC) and wide exposure to complete Testing Lifecycle Extensive expertise in health industry related database and applications Experience in sales Knowledge of waterfall and agile methods Ability to understand and interpret requirements specification in analyzing Business Requirements, System Requirement documents, blueprints for developing Test Plans and Test Cases Excellence in writing test plans, test cases, and bug reports Attention to detail with excellent technical and troubleshooting skills Strong organizational, interpersonal and project management skills along with an attention to detail and deadlines Ability to execute, focus on results, strong teamwork skills, self-motivated and proactive Strong work ethic, self-discipline and communication skills, honest and dedicated team player

Skills

- QA Tools
- JIRA, Quality Center, Elementool
- Languages
- MS Office Suite
- Software
- SQL
- Operating system
- Windows 7 & 10
- QA tools

Work History

Quality Assurance Software Testing Trainee, 08/2016 to 10/2016

Hilton Grand Vacations – Palm Desert, CA

- Forte Knowledge is an offshoot of the Forte Consulting Group and offers various IT-related professional training classes such as Quality Assurance Manual & Automation Testing.
- Gained hands-on experience in test case development, executing test case and reporting bug defects Designed, developed, and executed manual software test plans in order to identify and address user problems and their causes while working on assimilated projects Actively learned about all levels of testing including UI, Functional, Integration, System and Regression Testing Gained comprehensive knowledge of software quality assurance methodologies.
- Environment: JIRA, Quality Center, MS Office Suite.

Front desk receptionist, 2016 to 03/2016

Pacific Office Automation – Seattle, WA

- Worked with patients Answered phone calls, scheduled appointments Prepared patients' charts for the following day, created new patient charts, scheduled patients for physical therapy Prepared physical therapy charts Took payments, posted payments into the system, Prepared daily financial report, wrote prescriptions when needed.
- Environment

Administrative assistant, 2015 to 04/2015

Hilton Grand Vacations – Stuart, FL

- Responsible for check-in and checkout procedures, answered phone calls, checked in with hospitals and followed up on patients' conditions.
- Entered new patient information, update patient information, transferred physical therapy notes from one system into another, sent medical notes to doctors' offices for a signature through fax and mail.
- Environment

Front desk receptionist, 10/2012 to 2015

Qurate Retail Group Inc. – King Of Prussia, PA

- Direct work with patients, full responsibility of check-in and checkout, answer phone calls, confirm appointments, communication with patients, updated patient information in each account, handle medical records.

Sales Associate, 10/2011 to 2012

Radiant Logistics, Inc. – Hebron, KY

- Responsible for home department.
- Helped customers make right decision with a purchase.

Sales Associate, 09/2010 to Current

Discovery Clothing Company – City, STATE

- Helped customers around the store, put out new items of cloths in assigned departments.

Education

High School Diploma: 2016

Forte Knowledge - Chicago

Achieved degree: 2009

Northeastern Illinois University