CONNOR READNOUR

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SUMMARY

Analyst with over 6 years of experience working with highly collaborative teams using a diverse set of computer software & languages.

SKILLS

- Salesforce, SFMC, Treasure Data, EPIC
- SQL queries, ETL data migrations
- Unit Testing and Integration Testing
- Regression and User Acceptance Testing
- Agile Development, Crystal Reports

- MS SQL Server, MySQL, Presto
- HTML5, CSS3, JavaScript, Ampscript
- Bootstrap, Responsive Web Design
- MS Excel, SharePoint, Lucidchart
- Jira, Azure DevOps, Slack, Chrome Dev Tool

EXPERIENCE

APRIL 2022 - PRESENT
Marketing QA Analyst
Robert Half

• Designed and executed test cases to validate system functionality while recording the results in a detailed and concise manner.

• Triaged and verified reported issues with the Salesforce Marketing Cloud product, as well as updated manual test cases as needed.

• Managed test plans in qTest while utilizing the Content Builder, Email Studio, and Journey Builder in Salesforce Marketing Cloud to perfect client and candidate email campaigns.

FEBRUARY 2022 – APRIL 2022
Data Analyst
PINCHme

• Developed ad hoc SQL reports in Treasure Data to pull relevant data, metrics, and trends from multimillion row databases to analyze and translate this into actionable insights for the business.

• Facilitated a data-driven culture by building and managing several dashboards to display impactful metrics to our CEO, CFO, and other key stakeholders within the company.

• Completed data pull and email list requests that came in from all branches within the business.

• Collaborated with Product/Marketing/Finance team to develop key metrics of product success and financial health from a user and business perspective.

MAY 2021 – FEBRUARY 2022
Quality Assurance Analyst
CPSC Solutions, LLC

• Wrote over 1,000 test cases for staff portal workflows and functionality in Salesforce applications and created over 500 accounts and contacts in Salesforce for testing purposes.

• Traced several hundred test cases to business requirements and user stories, then recreated defects logged by the client during Unit, Integration, Regression, and User Acceptance Testing.

• Analyzed Salesforce application requirements and user stories in Jira and SharePoint to create test cases for usability enhancements, automation, and new functionality.

• Engaged with teammates in daily testing standup calls to review assignments and issues, as well as daily triage meetings to review defects with the development team.

AUGUST 2018 – SEPTEMBER 2020
IWMS Administrator
Robert Stephen Consulting, LLC

• Built SQL queries in SQL Server Management Studio, Crystal Reports, Archibus Smart Client, and Excel to extract customer data for actionable insights such as rentable square feet, terminations, new hires, and moves on a weekly, monthly, and yearly basis.

• Developed over 25 responsive SpaceView Bootstrap webpages using HTML5, CSS3, and JavaScript, while also having unit tested hundreds of design and functionality updates.

• Created and modified hundreds of views, home pages and reports in the ARCHIBUS Web Central and Smart Client IWMS software based on customer specifications.

• Utilized AutoCAD software to assemble Architectural, Interior, and Facilities Management drawings, and Polylined an average of at least 30,000 square feet of CAD drawings into our ARCHIBUS database each day.

AUGUST 2015 – JULY 2018
Data Analyst, QA Testing Analyst
Applied Systems, Inc.

• Generated production databases and wrote DDL/DML T-SQL Queries in Microsoft SQL Server 2008 – 2016 to construct SQL reports and dig deeper into ETL data migration issues.

• Managed hundreds of client conversions to Applied Systems EPIC insurance agency

management software from various source systems such as TAM, INSTAR and VISION using the Pervasive ETL Suite including the Pervasive Data Integrator and Data Profiler.

• Completed extensive research of data conversion bugs while working closely with our implementation team to come up with the best solution to our client's problems, while also designing workflow and troubleshooting documentation for department wide use.

• Identified bad data or code defects and approved new functionality in EPIC software during initial, regression, release, and user acceptance testing.

EDUCATION

AUGUST 2015
B.S. in Operations Management & Information Systems
Northern Illinois University
GPA: 3.3 / 4.0

AUGUST 2013
A.S.
Waubonsee Community College
GPA: 3.7 / 4.0

CERTIFICATIONS

MTA: Database Fundamentals Certification
APRIL 2021, Issued by Microsoft

JavaScript Fundamentals Certification
MARCH 2021, Issued by W3Schools