

# CONNOR READNOUR

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## SUMMARY

Quality Assurance Specialist, IWMS Administrator and Data Analyst with over 6 years of experience working with highly collaborative teams using a diverse set of software & languages.

## SKILLS

- Salesforce, Archibus, Applied EPIC
- SQL/T-SQL queries, SSIS, ETL migrations
- Unit Testing and Integration Testing
- Regression and User Acceptance Testing
- Agile Development, SDLC, Crystal Reports
- Microsoft SQL Server 2008 - 2016
- HTML5, CSS3, JavaScript
- Bootstrap, Responsive Web Design
- MS Excel, SharePoint, Lucidchart
- Jira, Azure DevOps, Slack, Chrome Dev Tool

## EXPERIENCE

**MAY 2021 – PRESENT**

**Quality Assurance Specialist - Salesforce**

**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**