**TISHA LANKFORD**

270-987-6145 | tlankford4@yahoo.com

**IT MANAGER**

Accomplished and solutions-oriented IT manager professional adept in maintaining an agile and adaptable work approach. Committed to creating a culture of excellence, quality, service, and profitability. Exceptional talent in testing, automation processes, planning, decision-making, training, and exceeding customer satisfaction. History of success in implementing automation processes and working in Agile methodologies. Strength in creating an inclusive culture with strong communication and teamwork that benefits the entire organization. Driven by a sense of urgency, ownership, and personal accountability committed to professional growth.

**KEY TECHNICAL SKILLS**

Microsoft SQL | MS Office | Test Automation | EAM Testing | SAP | BPC | HIX | BP | FSCD

Java Script | C++ | MEDE | Med Series | Erisca | Data Modeling training | Notepad | Notepad++ | Ultra Edit

TMS Framework | C360 for Vendor contracts | Microsoft Dynamic | Reqlogic SaaS | Cactus | Facets | My Source Intranet | HP ALM | UFT | Web Portal | Ad hoc Scripting | Citrix

**PROFESSIONAL EXPERIENCE**

**CSMG May 31, 2021–May 12,2023**

**IT Software Quality Analyst Manager I**

* Seek potential resources that display skillsets to further our mission.
* Work with Domain Leads and EUAT partners to review Release Ready items and confirm milestone dates are met.
* Realize resource ability and demonstrated their competency through mid-year and annual reviews, which were shared with Leadership.
* Achieve project completion to deployment with status reporting weekly.
* Align Project Management for testing efforts within timelines, mitigating issues when needed. Brought about Managed Service process to Scrum Team.
* Foster an environment ready for work with system/tool access and Change process approval. Demonstrated Project key points and risks with the creation of Powerpoint for presentation.
* Project collaboration meetings with stakeholders.
* Ensure test plan completion with the cross-collaboration of different Scrum teams.
* SQA Monthly forecast submission with estimation of resource needs-Capacity and Bandwidth. Onboarding, Training, and mentoring test engineer.
* Facilitate SQA best practices (Test Plan, Test Case design, Defect Management process, ALM folder structure, Master Regression suite)
* Add, update, and review performance goals for Team members.
* Deliver communication to team members of Organization Changes, SQA initiatives.

**CSMG October 11, 2013–May 31, 2021**

**IT Software Quality Analyst**

* Worked with team members, developers, and department managers to develop, maintain, implement, and execute a quality assurance process.
* Mentored new SQAs with required duties in program testing for SAP and Medicare Advantage teams.
* Completed business analysis and Story grooming with the team.
* Managed the requirements gathering process through Sprint reviews and meetings.
* Mentored consultant on EAM and HP ALM.
* Wrote documentation to describe program evaluation, testing, and correction while working as lead on Medicare Advantage in 2015.
* Obtained and documented business and system requirements in Trello/TFS.

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* Provided requirements to development teams and participate in collaborative design sessions for SAP and Medicare Advantage.
* Created and documented test cases for all documented requirements in ALM.
* Managed and execute testing for all test cases: types include integration, certification, user acceptance, functional, regression, and load tests for SAP and Medicare IT using Microsoft SQL, Excel, and ALM.
* Wrote, revised, and verified quality standards and test procedures for program design and product evaluation to attain a high quality of software economically and efficiently for SAP modules and Medicare Advantage IT.
* Developed and maintained test plans, manual, functionality, system, and "ad-hoc testing" with automation scripting current in the process.
* Reported, tracked, and determined the priority of reported bugs promoting quality achievement and performance improvement.
* Maintained awareness of the business context of software and communicate openly.
* Ensured compliance with local, state, national, and international standards and legislation.
* Suggested quality procedures in conjunction with operating staff during meetings.
* Ensured tests and procedures are properly understood, carried out, and evaluated and that product modifications are investigated, if necessary, by internal business owners, such as ECC, Finance, HIX, EAM, MA, KY, and IN Medicaid.
* Monitored performance by gathering relevant data and producing statistical reports in ALM.
* Conducted tests on computer software programs to make sure the programs perform properly and are easy to use and transferable to Automation while identifying program processing errors.
* Conducted performance load testing for SAP and Medicare Advantage.
* Assisted Scrum Master to lead team and business owners on the Agile methodology.

**OTHER RELEVANT EXPERIENCE**

**CSMG | Credentialing**

**CSMG Contract specialist**

**Miami Valley | Billing Account Specialist**

**Dixie Chiropractic | Billing Manager**

**EDUCATION**

**Master of Science (MS) in Information Systems**

University of Phoenix

**Master’s in business administration (MBA)**

University of Phoenix

**Bachelor of Science (BS) in Management Information Systems**

Central State University