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DEVON MOSLEY

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IT Helpdesk, Software Quality Assurance, and Data Entry Specialist

Authorized to work in the US for any employer

WORK EXPERIENCE

Help Desk Technician

DoorDash - San Francisco, CA
Present

Ensure the highest levels of customer service in a collaborative environment having a keen focus on helping people resolve issues and problems, with security being the number one priority without causing blockers or reduced productivity
Install and configure computer hardware, software, systems, networks, printers
Install software and perform custom configuration on systems
Follow internal asset and inventory management processes for all IT hardware and software
Collaborate on corporate-wide initiatives as the IT Service Desk subject matter expertise
Identify and research routine technical problems that are of medium complexity and follow through to solutions
Provide 24x7 on-call support within the team rotation
OKTA Admin
Google Admin
MAC and PC environment

Help Desk Engineer

Loxo Oncology Bio Pharmaceutical - South San Francisco, CA
November 2019 to January 2020

Mobile device management supporting end-users by troubleshooting application issues, OS updates, storage/memory and anti-virus applications both on-site and remotely
Enterprise-level desktop support and network troubleshooting
Manage tickets in Autotask in a timely manner
Administering Office365, G Suite, Okta, SSO for multiple users in an MAC/PC environment
Remote troubleshooting using remote tools such as SplashTop and Service Now
Windows OS and software support
Add, remove and edit users in Active Directory

Asset and equipment management
Zoom and Zoom Room conference support

Data Entry Specialist II

DoorDash - San Francisco, CA
July 2019 to October 2019

Extract / update merchant contract data via Sales Force, DocuSign and Pact Safe
Analyze contract data, then input into the company database
SalesForce and/or Excel Report and log any anomalies within contracts
QA of data flow input/data logs

IT Administrator

Young Community Developers - San Francisco, CA
October 2018 to June 2019

Design, Implement and sustain wireless and wired line voice and data networks and all associated equipment
Develop data network map of computers, hubs, switches, firewalls and routers
Inventory of all equipment and systems throughout 5 locations
Performing application configuration in the SalesForce platform
Add users, fields, and support, analyze and resolve critical application issues
Update OS and application software as required
Help-desk support of primarily MAC's in addition with windows systems: Vista through Windows 10
Onboard / offboard employees
MAC environment

Tech Support PST - (Temp)

City and County of San Francisco - San Francisco, CA
August 2018 to October 2018

Tier 1 tech support
Installing and updating windows 7 and 10
Installing peripherals, hard drives, RAM etc.
Basic network troubleshooting
IT inventory and asset tagging
Installing OS, imaging machines, software installs
Relocate and deliver computer equipment within site, and other City and County facilities\
MAC / Windows environment

Data Analyst (Contract)

Hello Office - San Francisco, CA
March 2018 to September 2018

Help create data flow for the data entry process
Assisted in assessing market trends based on project results, current system data, metrics, etc.
Input new data via an in-house database and Excel
Keep buildings and listings data current via confirmed sources
Write bugs in case of unexpected errors or inconsistencies with the product

Data Research/Entry Analyst - (Contract)

Apartment List - San Francisco, CA
October 2016 to March 2018

Extracting data from multiple feeds/sources to update internal database (MLS)
QA of data entered in by contractors via FAQ Google Surveys

Contact properties regularly in order to keep database/website updated
Assist in creating faster, more efficient data flow

Mobile QA Tester - (Contract)

Telltale Games - San Rafael, CA
August 2016 to September 2016

QA of daily builds on testing tools, consoles, and mobile devices
Log detailed bug/issues in Jira, and follow bug life cycle until closed and regressed
Work with developers closely to meet sprint and release deadlines
Regression and Integration testing on PS3, XboxOne, Xbox360, Win10, IOS and Android devices
SDK, Xbox Neighborhood
Xcode, ITunes, Target Manager
Agile/Waterfall environment

Mobile QA Tester - (Contract)

Testfire - San Francisco, CA
November 2015 to January 2016

Responsibilities
QA of mobile applications via Android and iPhone
Log bugs and collaborate with developers to close issues
Write and execute manual test cases
Suggest feature improvements and ideas to improve product

Automation / Data Entry - (Contract)

Uber - San Francisco, CA
May 2015 to June 2015

Responsibilities
Adding key / values to and from YAML, JSON and CSV Files
Execute automated scripts to post Uber listings via craigslist
Assist various departments with functional and regression testing
Edit scripts in Sublime, and use Selenium WebDriver to test features and create objects
Add/Remove/Update Tags and objects in HTML and Python
Debugging code when errors occur
Created new configurations for the rollout of new UBER posters, and applied changes to existing code
Python

Data Entry Analyst - (Contract)

42Floors - San Francisco, CA
January 2013 to December 2013

Create commercial property listings in Multi-Listing System (MLS) from PMC fliers, and websites
Log, track, and validate issues / bugs via Git / Jira
Introduced new feature which improved company data flow (Website/Mobile App)
Worked close with developers to close issues, as well suggest UI improvements
Wrote a revised instruction manuals detailing step by step instructions to create listings (Training Purposes)

Help Desk Support Technician - (Seasonal)

Support Space - San Francisco, CA
October 2011 to February 2012

Provide help desk support to all departments
Tier 1 support on site and remotely

Resolve IT tickets in a timely manner
Application installation and network configuration (tier 1)
Virus removal, imaging and system updates

Office Assistant

Rocket Fuel - Redwood City, CA
June 2011 to July 2011

Create weekly and monthly expense reports
Shipping and receiving via Fed-Ex/UPS/USPS packages
Maintaining inventory of office supplies
Meet and greet walk-in clients
Mail distribution and filing
Maintaining good relationships with vendors, clients, and building maintenance
Manage EA's calendar

Data Entry Associate - (Contract)

Rentjuice - San Francisco, CA
April 2011 to July 2011

Create Residential property listings via Multi Listing System
Junior QA duties such as logging bugs, validating bug fixes, and writing simple test cases
Requested implementing boolean drop-down text box, which made the web application more user friendly and consistent
Helping developers close issues in a timely manner

Quality Assurance (Intern)

CA Technologies
August 2010 to December 2010

Created and executed test cases/suites via Quality Center and logged any unexpected results and inconsistencies
Front End/Back End functionality testing
Managed issue tracking applications Bugzilla / Jira
Manual Regression / Integration testing using multiple web browsers and OS
White-box / Black-box methodologies
SCRUM/Agile environment
Some Selenium experience (Automation)

Data Capture Specialist

DoorDash - San Francisco, CA
July 2019

Extract / update merchant contract data via SalesForce, DocuSign and PactSafe
Analyze contract data, then input into the company database, SalesForce and/or Excel
Report and log any anomalies within contracts
QA of data flow input/data logs

EDUCATION

QA / IT Accelerated Vocational School in IT, Software Quality Assurance, Business Communications

Year Up SF Bay Area - San Francisco, CA

2010 to 2011

Fundamentals of Technical Support in CNIT

City College of San Francisco - San Francisco, CA
January 2008 to January 2010

SKILLS

- **Manual Software QA, Desktop Support (Tier1&2), Data Entry, Business Communications, Commercial Real Estate, Advanced Microsoft Office Suite, PC, MAC, Linux (3 years)**
- **Google Docs (5 years)**
- **Technical Support (5 years)**
- **Technical Writing (Less than 1 year)**
- **Data Entry (7 years)**
- **Excel**
- **Data Analysis**
- **Desktop Support**
- **Service Desk (5 years)**
- **Tech Support (5 years)**
- **Helpdesk Support**
- **Help Desk**
- **LAN**
- **Networking**
- **Active Directory**
- **Customer Support**
- **MAC (5 years)**
- **Call Center**
- **security**
- **Data-Entry (8 years)**
- **Customer Service**
- **Typing**
- **Data Entry Operator**
- **Word**
- **VPN**
- **Jira**
- **Scrum**
- **Agile**

AWARDS

Pioneer Award - Year Up

December 2010

Being the first to make a positive impact with a new partner CA Technologies. I was the first student to get placed into a QA role via Year Up. Prior to my internship, Year Up was primarily IT / Business Communications Internship opportunities.

PLUS Foundation Grant

August 2010

From an elevator pitch I was awarded a $2000.00 grant for my non-profit Year Up SF Bay Area. Along with the grant, they hosted a charity event in our honor. The event was held at Cal Berkley Golf Course.

ASSESSMENTS

Administrative Assistant — Highly Proficient

January 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.
Full results: https://share.indeedassessments.com/share_to_profile/aad67942be0c84f00c3e7b0958f8b694eed53dc074545cb7

Basic Computer Skills: PC — Proficient

August 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.
Full results: https://share.indeedassessments.com/share_to_profile/81e5accf445cd93471e91698ce00b79ceed53dc074545cb7

Technical Support — Familiar

December 2019

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/e641a7a325818ad450f702941eadd978

Technical Support — Familiar

December 2019

Performing software, hardware, and network operations.
Full results: https://share.indeedassessments.com/share_to_profile/c25a376cd28c75aa12968507160c4722eed53dc074545cb7

Organizational Skills — Proficient

October 2018

Measures a candidate's ability to arrange and manage files or records using a set of rules.
Full results: https://share.indeedassessments.com/attempts/54ba19cc7a6d557c2b450d50aadd3ff7eed53dc074545cb7

Scheduling — Highly Proficient

October 2018

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.
Full results: https://share.indeedassessments.com/attempts/5e7041efb788c806d2787e2aa3315856eed53dc074545cb7

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

GROUPS

Year Up Alumni

ADDITIONAL INFORMATION

Projects:
Governance - CA Technologies
Batman: The Telltale Series
The Walking Dead: The Telltale Series