

# Danielle Graham

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## PROFESSIONAL PROFILE

A meticulous and thorough computer science professional with a good understanding in coding, software engineering, client-server support, and networking. Proficient in resolving technical challenges through effective troubleshooting. Established record of consistently meeting project deadlines. Key areas of knowledge encompass:

- User Research
- Wireframing and Prototyping
- Interaction Design
- User Personas and Flows
- Visual and Responsive Design
- Mobile App and Iterative Design
- Collaboration
- User Interface Guidelines
- User-Centered Design
- Software Design Principles
- Stakeholder Communication
- Problem-Solving
- Agile Methodologies
- Project Management

## CAREER SUMMARY

CBE GROUP

2016 to Present

### Quality Assurance Specialist

- Responsible for implementing and enforcing quality standards, processes, and procedures while adhering to IRS guidelines and mandates
- Design test plans, execute test cases, identify defects, and work with development teams to ensure IT related issues are resolved.
- Maintain detailed records of test results, defects, and other quality-related data.
- Ensure that established processes are being followed correctly.
- Collaborate closely with government representatives, including development, design, and management, to communicate quality-related concerns and improvements.
- Help identify potential risks and vulnerabilities in processes and develop strategies to mitigate these risks

CBE GROUP

2015 to 2016

### Collections Representative

- Discuss outstanding debts and establish repayment plans.
- Verify debtor information, including the amount owed, the debtor's identity, and the debt's validity.
- Work with debtors to create reasonable repayment plans, considering the debtor's financial circumstances.
- Answer questions and provide information to debtors about their rights, the debt, and the organization's policies.
- Keep detailed records of all interactions with debtors, including agreements and disputes.
- Prepare reports on collections activities and account statuses for management.
- Ensure that all collections activities adhere to applicable laws and regulations, such as the FDCPA or local debt collection regulations.
- Build and maintain positive relationships with debtors to encourage cooperation and debt resolution.
- Recommend legal action, such as filing a lawsuit or seeking wage garnishment.

CBE GROUP

2014 to 2015

### Customer Service Representative

- Interaction with customers via various communication channels (phone, email, chat, social media) to address inquiries, resolve issues, and provide support.
- Respond to customer inquiries about products, services, orders, billing, or general information.
- Investigate and resolve customer complaints, problems, or technical issues.
- Accurately document customer interactions, issues, and resolutions in the company's CRM system.
- Follow up with customers to ensure their issues have been resolved and their expectations met.
- Gather feedback from customers to improve products, services, or the customer service process.
- Provide information and guidance to customers regarding how to use products or services effectively.
- Assist customers in making product or service selections and processing orders, as applicable.
- Adhere to company policies, ethical standards, and any relevant industry regulations.
- Collaborate with colleagues and sharing knowledge to collectively improve customer service.
- Stay updated on product knowledge, service procedures, and customer service best practices.

### EDUCATION / CERTIFICATIONS

<b>Bachelor of Science, Computer Science</b> , Colorado State University Global (3.88)	2021 to 2023
<b>Associate of Arts, Liberal Arts</b> , Hawkeye Community College	2016 to 2018

### TECHNICAL SKILLS

Windows 7 & 10, Mac OS, Microsoft SQL Server, C, C++, HTML,	CSS, Java, Python, Javascript, React, IntelliJ IDEA,	Visual Studio, Visual Studio Code, PyCharm, Android Studio, Excel, Access
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### SOFT SKILLS

Communication Skills Negotiation Skills Problem-Solving Adherence to Regulations Time Management Computer Proficiency Conflict Resolution	Documentation Customer Service Active Listening Patience Product/Service Knowledge Adaptability Multitasking	Teamwork Attention to Detail Analytical Thinking Critical Thinking Regulatory Compliance Auditing Skills Data Analysis
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