**Danielle Graham**

4806 Addison Dr Cedar Falls, IA 50613 | 319.269.0149 | [danielle.graham720@gmail.com](mailto:danielle.graham720@gmail.com) | [www.linkedin.com/in/danigraham](http://www.linkedin.com/in/danigraham)

**SUMMARY**

Attentive and detail-focused computer science professional with a comprehensive background in coding, software engineering, client-server support, and networking. Acquires a keen ability to delve into intricate troubleshooting processes, adeptly identifying and resolving multifaceted technical issues. Demonstrates an unwavering commitment to meeting project deadlines consistently, reflecting a dedication to the timely and successful completion of tasks. Advanced proficiency in diverse coding languages and software development methodologies. In-depth understanding of client-server architecture and adept at providing robust support. Proven ability to collaborate effectively within cross-functional teams, ensuring streamlined project workflows. Strong analytical and problem-solving skills, enabling the identification and resolution of intricate technical challenges. Adaptable and quick to assimilate new technologies, staying abreast of industry trends for continuous professional growth. Core competencies include:

* Project Management
* Installations / Upgrades
* Server Configurations
* Testing / Troubleshooting
* Systems Analysis & Design
* Database Management
* Cloud
* Customer Service

**EXPERIENCE**

Cbe Group**,** Cedar Falls, Iowa

Quality Assurance Specialist2017 - Present

As team lead, I lead collaborative efforts both independently and in close coordination with the application administrative team to elevate the quality and efficiency of applications utilized by the compliance and quality assurance team. This collaborative approach has resulted in an impressive 110% improvement in the company’s regulatory standards.

Accomplishments:

* Implementing and upholding quality standards, processes, and procedures in strict accordance with IRS guidelines, resulting in enhanced company-to-client relations.
* Designing test plans, executing test cases, and collaborating with development teams to ensure the resolution of it-related issues, providing a robust assurance framework.
* Successfully implementing quality control measures that result in enhanced product quality, leading to increased client satisfaction.
* Maintaining detailed records of test results, defects, and quality-related data, providing comprehensive documentation for audits and process analysis.
* Introducing and implementing automated testing processes to streamline testing procedures, reduce manual efforts, and increase testing coverage.

Cbe Group, Cedar Falls, Iowa

Collections Representative 2015 – 2017

I played a pivotal role in overseeing and recovering outstanding debts for the company, leading to a notable increase in cash flow and revenue. Successfully driving up the company’s cash flow and revenue, while also safeguarding against write-offs and financial losses.

Accomplishments:

* Achieved high rates of debt recovery by effectively negotiating and securing payments from debtors, positively impacting the company's revenue.
* Successfully improved the company's cash flow by ensuring timely and consistent collection of outstanding debts, providing a more stable financial foundation.
* Effectively minimized bad debt through strategic negotiation, payment plans, and settlements, resulting in reduced financial losses for the company.
* Ensured strict adherence to debt collection laws and regulations, demonstrating a commitment to ethical practices, and protecting the company from legal risks.
* Maintained accurate and comprehensive records of interactions, negotiations, and agreements, facilitating transparency, and aiding in reporting and analysis.

CBE Group, Cedar Falls, Iowa

Customer Solutions Representative 2014 – 2015

I played a vital role in addressing customer inquiries, resolving issues, and providing solutions to ensure customer satisfaction.

Accomplishments:

* Successfully implemented solutions and improvements that result in a noticeable reduction in customer complaints, showcasing proactive problem-solving.
* Demonstrated expertise in efficiently handling complex customer issues, contributing to the resolution of challenging situations and enhancing overall customer confidence.
* Ensured timely and accurate documentation of customer interactions, issues, and resolutions, facilitating comprehensive records for analysis and continuous improvement.
* Received recognition or awards for outstanding customer service, highlighting the positive impact on both customers and the organization.

**Education / certifications**

Bachelor of Science, Computer Science, Colorado State University Global

GPA 3.89

CompTIA A+ Certification

**Technical Skills**

Windows 7 & 10, Mac OS, SQL Server, C++, HTML, CSS, Java, Python, JavaScript, MySQL, React, AWS, Git