Lance F. Greener

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QUALIFICATIONS

- Dependable
- Strong thinking and analytical skills
- Organized and detail-oriented
- Experienced in training new employees
- Basic computer knowledge of Microsoft Office programs, including Word and Excel
- Experienced in writing test cases and performing functional, integration & regression testing
- Familiar with Jira, OnTime, and TestTrack defect tracking software
- Experienced with Agile methodology utilizing Scrum and Kanban
- Experienced working with cross-functional teams
- Mid-level Spanish fluency

PROFESSIONAL EXPERIENCE

XACTWARE   Lehi, UT
Quality Assurance and Testing Analyst   2012 to Present

Write, execute, and maintain test cases. Analyze new and existing software for deployment, identifying and logging defects found and verifying fixes and improvements. Make suggestions to improve software and customer experience. Perform functional, integration, regression, & stress testing in a black box environment. Train new employees as required.

VIVINT   Provo, UT
Tier 2 Customer Care Representative   2013 to 2016

Helped customers resolve security system issues and answered questions. Logged detailed notes and scheduled technician visits. Helped answer questions for other representatives and resolved phone call escalations. A consistent top performer.

PEARSON / ELLIS   Sandy, UT
Interactive Media Producer   2005 to 2010

Created, acquired, and edited media assets for use in products. Followed storyboards and Functional Specification Documents to create and test interactions. Identified and logged defects and verified fixes. Fix defects within team purview. Verify accuracy and context of Spanish translations.

ELLIS / CALI   South Jordan, UT
Audio & Content Team Manager, Software Tester   2000 to 2004

Helped coordinate completion of new product line and maintained legacy products. Hired and trained new personnel and conducted team meetings and trainings. Wrote and edited Functional Specification Documents. Identified and logged defects and verified fixes. Coordinated recording and preparation of audio files for product interactions and native language support.

EDUCATION

Brigham Young University
BA - Linguistics, 2000, Minors - TESOL & Languages and Computers (CHum)