

**MARK BULLARD**

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Coats, NC 27521

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**Professional Experience**

**Kingsdown, Inc. USA**

**August 2018 – Present**

**IT Quality Assurance (QA) Analyst**

**QA Software Tester**

- Export Data from SQL query to an Excel file.
- Provide data validation as needed, using SQL queries against the database.
- Executed and planned test cases with SQL queries.
- Using JOINS in SQL to find and analyze data.
- Set up test environments
- GUI Manual testing with Kiosk software and Web Applications
- Automation testing through Katalon Studio (creating test cases for multiple browsers).
- API testing through developed client applications and Postman
- Bug/Defect Captures documented through Azure DevOps
- Logged test results and media via Azure DevOps
- Report any observed quality issues to management immediately
- Ensure all products have met functional and design specifications
- Evaluate automated and manual test cases

**Scrum Master**

- Organized and created user stories based on project requirements
- Facilitate Scrum meetings
- Work closely with project owner(s) in backlog management
- Protect team members from outside distractions, impediments, and conflicts
- Maintain focus on product backlog and project timelines
- Track and manage product backlog, burndown metrics, velocity, and task breakdown

## IT Business Analyst

- Analyzed project requirements, specifications and desired functions of features
- Establish and gather acceptance criteria with the client
- Documentation, track and provide updates on project status
- Work with the development team in the development of new functionality
- Assist with user testing and training
- Ensure development/change process is followed

## **Veritude, LLC (Fidelity Investments)**

**November 2017 – March 2018**

### **Defined Contributions Associate**

- Respond to customer inquiries communicating plan specific information on 401K plans
- Coordinate the timely processing of participant plan benefits partnering with internal operations groups
- Process indicative transactions such as address changes, 401K deferrals, beneficiary updates and loan/withdrawal transactions
- Adhere to policies and procedures in daily completion of processing volumes
- Work with peers and managers to identify service delivery improvement opportunities for assigned scope of work; implement changes that the organization makes

## **Securitas Security Services, USA**

**May 2017 – November 2017**

### **Security Operations Specialist**

- Dispatch officers to locations to investigate alarms or other issues
- Analyze issues and report them to appropriate parties once they are discovered and resolved
- Data Entry
- Asset Protection
- Clerical document proofing
- Adherence to company policies and procedures
- Monitor premises utilizing CCTV controls
- Monitor alarms, badge readers, report exposures in security measures
- Operations analyst for the regional and local observance of impact areas, weather conditions, and emergency situations
- Shift Management experience

- Data Entry
- Asset Protection
- Adherence to company policies and procedures
- Monitor premises utilizing CCTV controls
- Monitor alarms, badge readers, report exposures in security measures
- Create profiles, assign and develop ID badges
- Incident reporting, daily activity reporting

## **Western Illinois Credit Union**

**September 2006 – August 2007**

### **Member Services Representative**

- Provided excellent customer service
- Clerical document proofing
- Operated teller register and managed money collection
- Maintained various types of customer accounts
- Handled checking, saving, IRA, CD, loans transactions
- Reconciliation of large sums of cash, checks
- Coordinated background checks
- Served as loan adviser, payment specialist, member services representative

## **United States Army Reserves and National Guard**

**June 2001 – June 2009**

### **Supply Specialist and Field Artillery**

*Served 14 months in Kuwait. Flood Relief participant. Honorably Discharged.*

#### *Management and Leadership*

- Associate management experience (two years), supervising a small team on the day to day activities and routine training at the behest of my direct supervisor
- Oversaw periodic maintenance on equipment for regular and seasonal preventative maintenance checks
- Managed storeroom facilities and oversaw the audits of inventory

### *Operations and Logistics*

- Packed, stored, and moved equipment for ground and air transport in support of missions during training and deployment
- Clerical document proofing
- Helped plan deployment of equipment and personnel to chosen locations
- Maintained supply databases for services, ordering, and information exchange with leadership using military specific software

### *Communications Management*

- Managed written correspondence, drafted and submitted requests for support, personnel, and supplies for organizational needs
- Created PowerPoint presentations for training and planning
- Delivered and implemented safety organizational duties, and training briefs to general personnel

### **Education**

- UNC Coding Bootcamp (Full Stack Web Developer) April 2019 - Present
- Walden University June 2010 – November 2013
- B.S. in Instructional Design and Technology with a concentration in Human Factors and Interface Design – 3.21 GPA
- Western Illinois University August 2007 – December 2008
- Instructional Design and Technology Major, Criminal Justice Minor
- Pine Forest Senior High School August 1999 - May 2002 (Graduated with Diploma)

### **Hard Skills**

- Manual Testing (Functionality, Regression, and Acceptance)
- API Testing through Postman for analytics and documentation
- API testing through developed clients
- Katalon Studio for Automated testing
- SQL Server, SSMS, T-SQL (intermediate)
- Microsoft Office (Word, Excel, PowerPoint)

- Professional experience for training and development
- Project Coordination
- Adobe Creative software (Flash, Dreamweaver, and Photoshop)

### **Accolades**

- Army Commendation Medal – For heroism, meritorious achievement, and service.
- National Defense Service Medal – For service during a time of National Emergency or times of war
- Global War on Terrorism Medal – For service during the War on Terror
- Global War on Terrorism Expeditionary Medal – For service during the War on Terror