**Jennifer N. Davis**

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| **EXPERIENCE** | **ASURION** | **Nashville, TN** |
| 03/2015 - Present | * Scrum Certified * Maintains and run sprints for developers using an agile methodology. * Works well across internal departments to complete business projects goals. * Familiar with collaborating and analyzing problems for the best resolution using current internal system. * Evaluated applications and vendors for purchase or contract. * Gathers requirements. * Writes user stories. * Understand technical jargon and can explain in simple terms. * Follow customer first business practices. * Manage several projects simultaneously. * Inspires trust and credibility to colleagues to build a culture of teamwork and support. * I mentor through Women in Technology of Tennessee and Fisk University students. * I currently work in ServiceNow, Workday, and manage projects through asana and Jira. * Account acquisition * Reconciled employee complaints and discrepancies over payment * Assisted with payroll and workforce management on weekly and biweekly to ensure thousands of employees or paid on time. * Handled back dated pay, holiday pay and missed punches. In addition to running reports * Familiar with approving timecards and correcting timecards * Assist with developing employee Experience Initiatives * Trained new and existing curriculum as a trainer. * Trained Leadership on new curriculum * Facilitated virtual and classroom trainings. * Completes all admin duties for the trainer role and tech analyst role. * Pull reports and created reports for reporting for several teams and systems. * Met and exceed client expectations. * Practicing and ensuring compliance with Asurion and client policies and practices * Learned several systems and applications Kronos, Power Bi, aspect, CMS, and several others. * Excels in conflict resolution. * Works independently & organizationally well to accomplish goals. * Did technical support via chat & by phone. * Technical support for devices * Safeguarded customer and client information | |
|  | Positions: Technology Analyst, Kronos Administrator/Technical Trainer/Corporate Receptionist/ Verizon Tech Coach/ Chat Tech (PSS Support) | |
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| **EDUCATION** | **LIPSCOMB UNIVERSITY** | **Nashville, TN** |
| 2015 – 2017 | B.B.A Business Management with a Minor – Finance & Information Systems |  |
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| **SKILLS** | * Excellent Communication Skills verbal / written & interpersonal. * Managed sensitive information |  |
|  | **Coursework:** Business Management; Information Technology; Intro to Computer Science; Intro to Economics |  |
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| 08/2003 – 05/2004  05/2012 – 12/2012 | **DANVILLE AREA COMMUNITY COLLEGE** | **Danville, IL** |
|  | Studied Social Work and Business Management |  |
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| **VOLUNTEER** |  |  |
| 01/2006 – present | * Women in Technology of Tennessee * Nashville Technology Counsil * Blacks in Technology * Finance Team * Coach members through problem solving difficult personal and professional situations. * Planned multiple events with guest count over 300 -8000 which includes prioritizing multiple projects simultaneously | |
|  | Faith Organizations: Nashville Life Christian Church (TN), Freedom Missionary Baptist Church (IL), New Destiny Christian Church (FL) | |