

# Keith Morgan

Longview-Marshall Area



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## Summary

A highly focused and detail-oriented Software QA Analyst with an exceptional record of client service and technical knowledge. I am able to manage multiple simultaneous projects with high efficiency and accuracy. I'm adept to working independently or managing and working with a professional team.

## Experience



### Software QA Analyst

iClassPro - Class Management Software

Feb 2017 - Present (6 years 1 month)

- Meticulously test new software for bugs & code problems
- Determine the root of problematic errors and inform the proper department
- Working with a team to problem solve effectively and efficiently
- Use technical knowledge to assist customers with problems outside of iClassPro
- Perform SQL queries to acquire custom reports from a remote database



### Warehouse Manager

Baxter CleanCare

May 2015 - Feb 2017 (1 year 10 months)

- Identify quality issues and ensure prompt resolution
- Monitor employee activities and set production goals
- Efficiently perform multiple tasks throughout the warehouse facility
- Identify and remove bottlenecks in storage, deliveries, and departmental coordination



### Customer Account Manager

Infinite Computing Technologies

Oct 2013 - Apr 2015 (1 year 7 months)

- Forecast losses and earnings using quantitative/qualitative analyses to a high degree of accuracy, allowing the company to intelligently manage and invest resources.
- Manage a \$500,000+ budget with a reduction of costs totaling 15% over two years.
- Analyzed, examined, and interpreted records, compiled financial information, and reconciled reports and financial data
- Use technical knowledge to diagnose and solve customer PC & networking issues
- Determined the proper PC components and peripherals as well as onsite network management and technical support.

## Education



Chandler/Gilbert Community College

Web Development

Aug 2022 - Present

## **Licenses & Certifications**

 **Programming Foundations: Secure Coding** - LinkedIn

 **Programming Foundations: Software Testing/QA** - LinkedIn

 **OWASP Top 10: #1 Injection and #2 Broken Authentication** - LinkedIn

## **Skills**

Manual Testing • SDLC • TestPad • SQL • Technical Support • Databases • Testing • Customer Service • Software Development • Management