

Rigel P. Preston

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Portfolio: <https://rigelp79.github.io/>

Skills

- HTML / CSS / JavaScript
- Swift / iOS
- Agile / SCRUM
- Manual Testing / Automation Testing
- Microsoft Office, Google Docs

Summary

I am a hardworking, loyal family man. While the majority of my work history has been in manual labor fields, I have never let my passion for technology diminish. I enrolled in and graduated from TEKY1, which taught me basics in HTML, CSS, JavaScript, and Swift for iOS. Most recently, I have been working as a Quality Assurance Engineer (QAE) at Interapt on mobile apps. I am very passionate and dedicated to this field of work and wish to continue in this new phase of my life.

Work Experience

Quality Assurance Engineer

Interapt Paintsville, KY Sept. 2016 to Present

- Assigned to this position after successfully completing TEKY instruction
- Provided quality assurance testing practices to marketable products
- Deployed documentation for QA team for guidelines and support
- Performed QA testing on ScribbleIt, a HIPAA-compliant messaging app
- Tested for bugs, Wrote test case scenarios, managed developer task assignment
- Applied Agile and SCRUM techniques in a product environment by following the 12 Principles of AGILE and the SCRUM Management style

Groundman

Mayo Resources Lovely, KY May 2013 to Dec. 2015

- Manual labor job.
- Developed leadership skills,
- Problem solving skills, and communication skills.

Field Technician

Servpro Pikeville, KY Jan. 2013 to May 2013

- Took care of fire, water, and mold damage.
- Would do duct cleaning, install vapor seals, and insulation.
- Used specialized equipment to test moisture in air and structure.
- Handled personal items and was entrusted to restore them to near pre-accident condition.

Groundman

Contract Highwall Mining Pikeville, KY Sept. 2008 to Oct. 2012

- Manual labor job.
- Developed leadership skills,
- Problem solving skills, and communication skills.

Manager, Warehouse

SMG Pikeville, KY Feb. 2007 to Sept. 2008

- Work with MicroSoft Suite to keep records of product deliveries and inventory

Customer Care Representative (CCR)

ACS Pikeville, KY Sept. 2005 to Feb. 2007

- Spoke with customers by phone.
- Provided information about products and services.
- Canceled accounts.
- Recorded details of customer transactions, interactions, inquiries, complaints, comments.
- Prioritized data entry daily to ensure customers' needs were met.
- Effectively identified customer concerns over the phone.
- Collected deposits or payments.
- Arranged for billing.
- Resolved customer service or billing complaints by exchanging merchandise, refunding money, adjusting bills, or offering credit.
- Determined possible causes of customer complaints.
- Communicated with a clear, distinct voice.
- Maintained a positive and professional phone demeanor.

Military Service

Private First Class Sept. 1997 to May 2000

United States Marine Corps Aviation Mechanic 6016

MCAS Cherry Point, NC