Parker Martin

parkerjmartin883@gmail.com   801-651-0752

Qualifications

Bachelor's degree in Business Administration.
Additional classes covering Database Management and Web Design/Full Stack Web Development.
Experience in software testing (QA) for both financial and tech companies.

Work History

InMoment, Inc.
September 2017-Current
Application Specialist/Technical Success Manager
- Build customer experience surveys and customized reporting solutions using the proprietary application for clients
- Implement and QA the proprietary application for clients
- Interpret customer experience data
- Advise clients on technical challenges as they arise
- Suggest new improvements for clients to enhance their CX program

Discover Financial Services
December 2007-August 2017
Student Loans (2014-August 2017)
- User Acceptance Testing (UAT) (April 2016-August 2017)
  - Validate functionality of new updates to the current system before production
  - Write and execute test cases based on high level design documents
  - Regression testing during a project
  - Web Validation testing of production websites
  - Create end of project reports based on findings during testing
- Back Office (March 2015-March 2016)
  - Verified loan documents during the application process
  - Processed cosigner release applications
- Front Office (May 2014-February 2015)
  - Took applications for potential and current borrowers/cosigners
  - Serviced loans after the funds have been disbursed up until they are paid in full
  - Educated customers on the benefits of repayment
  - Answered questions via phone to customers about our product

Card Member Assistance (2007-April 2014)
- Collected on past due balances
- Educated customers on keeping accounts current
- Handled high delinquency and high risk accounts nearing charge off status

Harmon's Grocery
August 2004-November 2007
Customer Service
- Bagger
- Cashier

- Hardware
- Carts

Education
Associates Degree, Salt Lake Community College, August 2007-May 2012
BS Business Administration, Utah State University, May 2012-May 2014
Utah Coding Bootcamp, University of Utah, Feb 2020-August 2020

References
Mitchell Peterson, Merit Medical Systems, Inc. , Senior Tax Accountant, (801)-755-9718
Wes Talbot, Domo, Partner Relationship Manager, (801)-921-0980