

# Charles Bledsoe

## Quality Assurance Analyst

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I am an accomplished Quality Assurance Analyst with over 5 years of experience and a proven track record at TRISTAR Engineering. I enhance software reliability through meticulous manual testing and root-cause analysis and utilize my skills in bug tracking and issue resolution. I leverage my Active CompTia Security+ certification and mentoring abilities to elevate team performance and software quality, contributing to a significant reduction in post-launch issues.

## Work History

**07-2019 – Present**

### Quality Assurance Analyst/Manual Software Tester

*TRISTAR, Bloomington, IN*

- Create detailed test suites and test plans.
- Perform functional software testing.
- Research bugs found and document steps to reproduce them.
- Document test results by creating artifacts and linking issues to proper tested versions available in the software repository.
- Work with developers, subject matter experts, and product owners on end user experience and expectations.
- Lead stand-up meetings working with product owners, developers, and subject matter experts.

**12-2018 – 06-2019**

### Computer Helpdesk Technician

*IU Foundation, Bloomington, IN*

- Performed software installations needed after initial default deployment of computer.
- Imaged computers to baseline default configurations.
- Supported end users' company-issued cellphones supporting both Android and Apple iOS.
- Provided on-site support of hardware and software.
- Recorded and reported work history in ticketing system.
- Received calls and tickets from end users for issues, then worked to fix issues over the phone, via remote access, or physically fixing the problem.
- Worked with other technicians to quarantine service and prevent rework.

**11-2015 – 12-2017**

### Field Technician

*IBM, Remote*

- Primarily drive within service area assigned and complete repairs on laptops and desktop units with warranties.
- Special contracts requesting additional support during installs of hardware with IBM partners.
- Server maintenance and repairs on medium- and large-scale systems.
- Quarantine with team members to determine best assignment of jobs.
- Quarantine with customers company on access and availability of unit/s needing repair.
- Track time and service planning.

10-2008 – 11- 2015

## Jr. Systems Administrator

*French Lick Resort and Casino, French Lick, IN*

- Created user profiles and granted appropriate domain access where necessary.
- Led and mentored help-desk technicians.
- Managed software updates and upgrades to existing software
- Researched and identified potential replacements for end of life and obsolete software.
- Performed night audit as needed.
- Supported end users when escalated from help desk.

## Education

*Graduated 2007*

## Associate of Applied Science: Computer Information Systems

*Ivy Tech Community College of Indiana, Sellersburg, IN*

## Skills

- |                            |                            |
|----------------------------|----------------------------|
| • Human Soft skills        | • Visual Studio            |
| • Agile                    | • Active directory         |
| • Microsoft office         | • Security + certificate   |
| • GitLab                   | • Iseries/ AS400           |
| • SharePoint               | • CMMI Process certificate |
| • Team Player              | • Self-Starter             |
| • Advanced Troubleshooting | • Fast Learner             |
| • Consistent Performance   | • Team Player              |