

Job Seeker Arlington, VA Creative and reliable professional with demonstrated success in web analysis, communications, and IT consulting; including requirements gathering, manual and automated testing, content management, and documentation. Authorized to work in the US for any employer Work Experience Booz Allen Hamilton - Tysons Corner, VA January 2016 to August 2017

Performed data analysis on app on usage results to better understand end user needs. Generated reports based on usage metrics. Worked with project manager to create user stories and task break downs. Created process flows and other process supporting documentation. Created training manuals, presentations, and other product materials. Provided UAT support for pending system releases. Manually tested products to ensure readiness for launch/deployment. Responsible for troubleshooting problems, and communicating resolutions to other team members and stakeholders. Frontend developer General Dynamics - Alexandria, VA September 2014 to January 2016 Worked on redesign effort for internal reporting web sites for the US Patent Trade Office. Integrated COTS products with existing reporting systems. Gathered end user requirements, and wrote detailed test plans, and test cases. Ran automated tests using Selenium.

Ensured that there was a consistent user experience by testing applications in multiple browsers and release environments. Provided UAT support for pending system releases. Web Analyst Optimo - Tysons Corner, VA December 2013 to September 2014 Worked with human factors engineer to design and develop UI designs, and to deliver enhancements for the USPS.com websites. Responsible for analysis, design, and quality assurance for existing products. Updated training and maintenance guides for various products as required. Assisted project manager by creating project status reports, and by facilitating agile/scrum meetings and unit-test sessions. System Analyst Leidos/SAIC - Springfield, VA April 2013 to December 2013 Analyzed and gathered performance metrics of existing applications and documented results. Researched how to push large XML data files from an existing database into a new Cloud based storage system using web services. Created test scripts and unit test plans. Generated mock data files to inject into application and to test performance of new system. Documented results based on metrics that were gathered from test runs. Drafted white paper for delivery to client once all testing results were

finalized. Consultant Deloitte - McLean, VA May 2010 to April 2013 Researched and drafted business process documents. Solicited requirements from end users and other project stakeholders.

Conducted systems analysis, and drafted design documents. Created fit-gap reports, detailed product guides, and white papers. Updated content including images and text blurbs on client websites. Worked with offshore team members to design Adobe PDF converter plugin for reporting system. Configured and manually tested SaaS based product (Salesforce) to meet client requirements. Conducted 508 compliance tests. Software Systems Engineer General Dynamics - Herndon, VA May 2009 to May 2010 Worked on large scale project to modernize client's legacy case management system using SOA. Participated in requirements dissemination sessions with analysts. Developed business logic from requirements. Created workflows and wireframes for development. Wrote oracle database queries using SQL. Modified existing WSDL files, XML schemas and web services. Worked with IBM BPM tools to generate business process code. Education MA in Communications Southern New Hampshire University - Manchester, NH 2019 BS in Architecture University of Virginia - Charlottesville, VA 1994 Links <http://getsteve.at.gmail.com>

Name: Veronica Rivera

Email: juarezjeffrey@example.com

Phone: (342)869-5847