

IT Consultant, Hitachi Consulting IT Consultant, Hitachi Consulting IT Consultant, Hitachi Consulting
- Microsoft San Francisco, CA Work Experience IT Consultant, Hitachi Consulting Microsoft -
Redmond, WA May 2015 to Present QA Test Lead Coordinated a four-person offshore software
testing team in India Participated in test case design and execution to achieve 100% test coverage
over the course of seven releases of code to our custom website Regularly facilitated feature
walk-throughs with offshore team to ensure accurate around-the-clock testing of the application
Performed detailed end-to-end tests on the applications system using front-end and back-end
database troubleshooting Define & Design Redmond, Washington (May 2015-Jan 2016)
Successfully gathered business requirements with client and defined scope of project Transformed
requirements into new features with detailed user stories and wireframes Worked closely with
software development team to clarify ambiguity and refine delivery Created in-depth training
guides for website Helped in the development/deployment of one of the SQL Server Integration
Services (SSIS) package using large SQL databases Performed ad hoc graphic design Created
User Acceptance Testing (UAT) scripts and assisted in the coordination of UAT sessions with the
client and end users Worked with Project Manager to update project plan, communication plan,
and met with client weekly to discuss timelines/deliverables/requirements. Corporate Security
Analyst, Guardsmark T-Mobile - Bellevue, WA September 2012 to April 2015 Bellevue, Washington
(September 2012-April 2015) Corporate Security Analyst, Guardsmark Coordinated all
operational responses (1,100 incidents/year) to physical security concerns across T-Mobile's
2,500+ Retail Stores and Business Offices Responsible for collecting, reporting, and forecasting
security operations KPI's to management with accompanying analysis and solutions Delivered
superior client relationship management Experienced with utilization of armed/unarmed guard
force, asset protection, business continuity, safety and investigation best practices Developed
ongoing process changes to MetroPCS integration Regularly conduct ad hoc data collection and
analysis Collaborated well with technical administrators for project needs Voting member and
facilitator of T-Mobile's formal threat assessment response group Actively engaged in the ongoing
revision of company-wide corporate security policies and procedures- aimed at reducing risk and

increasing security awareness Internship T-Mobile - Bellevue, WA June 2012 to August 2012
Revenue Management Analyst Conducted holistic roaming analysis and presented business case with proposed savings of \$6 million/year to business owners in the WFM retail business Gained first experience working with large SQL databases Leveraged Microsoft Excel, Access and SQL to accomplish daily tasks Reviewed and prepared critical audits for management review (MVNO Audit) Functioned effectively across multiple business units Corporate Security business analyst
Created a formal process for defining and reporting corporate security KPI's to risk management stakeholders Streamlined the user experience when filing and processing an official Archer incident report Communicated research to management in both written and verbal forms, generally through PowerPoint and Excel Financial Representative Intern Northwestern Mutual - Seattle, WA June 2011 to August 2011 Performed sales calls for senior advisors and aligned schedules for sales meetings with potential clients Successfully prioritized tasks based on job responsibilities and time constraints Provided exceptional customer service experience Education B.A. in Business Administration Seattle University - Seattle, WA 2012 Additional Information Technologies: Sitecore CMS, SQL Server Management Studio, SQL Server Data Tools, SAP Business Objects, MS Visual Studio Team Foundation Server (VSTF), MS Test Manager 2016, MS Office 2016, MS Project 2016, MS PowerPoint 2016, MS OneNote 2016, MS Visio 2016, MS Word 2016, MS SharePoint 2016, MS Excel 2016, MS Visual Studio 2016, Inkscape 0.91, Adobe Industry Expertise: Telecommunications, Financial Services, Software Development

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