

# Jennifer Garza

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## EXPERIENCE

### **Software QA Team Lead, Craftable; Addison, TX — 2022–Present**

- Partner closely with the Director of Product to assess the feasibility of new features, identify design gaps early, and shape project scope before development begins — reducing rework and saving dev time.
- Own the final branch review process before code is pushed to production — reviewing 3–8 branches daily in a high-velocity environment to ensure feature completeness and protect user experience.
- Create and manage detailed test plans covering web, mobile, backend systems, data migrations, and third-party integrations.
- Execute diverse testing types including smoke, regression, exploratory, API, cross-browser, mobile, and heavy data migration validation across staging and production environments.
- Collaborate cross-functionally with Engineering, Product, Customer Success, and Implementations leadership to align QA priorities with business goals and timelines.

### **Customer Success Manager — 2021-2022**

- Owned onboarding and training for new customers, tailoring sessions to unique business models and workflows to maximize product adoption and customer satisfaction.
- Built and maintained deep, trust-based relationships with SMB and enterprise clients through proactive outreach, strategic check-ins, and responsive support.
- Acted as the sole Spanish-speaking CSM, translating all onboarding resources, training materials, and customer-facing documentation — enabling Craftable to enter and scale in the LATAM market.
- Developed scalable onboarding flows, customized video walkthroughs, and documentation to accelerate time-to-value for customers.

### **Cloud Onboarding Engineer, Blueprint Technologies; Dallas, TX — 2020-2021**

- Led cloud migration initiatives for clients with up to 3,000 users, delivering secure, seamless transitions from on-premises infrastructure to Microsoft 365.
- Delivered technical onboarding sessions and workshops, empowering enterprise stakeholders to adopt Microsoft 365 solutions including Exchange, Teams, SharePoint, and OneDrive.

**Microsoft 365 Administrator, Rackspace; San Antonio, TX — 2018-2020**

- Consulted clients on licensing, email migrations, SharePoint architecture, and security best practices within the Microsoft 365 ecosystem.
- Delivered tailored training on advanced M365 features including Mobile Device Management, Compliance Center, and permission structuring to improve operational efficiency.

**Partner Support Specialist, Hulu; San Antonio, TX — 2016-2018**

- Provide friendly and efficient support to Hulu partners via phone, chat, and email, resolving account and technical issues quickly.

**EDUCATION**

Oregon State University, Online Program — Bachelor of Arts in Psychology

**SKILLS**

Experience with accounting and POS integrations, payments processing, manual testing and test planning, regression and exploratory testing, API testing with Postman, project tracking using GitHub, SQL querying, Agile methodologies. Skilled in clear documentation and cross-team collaboration.