Jennifer Garza

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Experience

QA ENGINEER LEAD | CRAFTABLE | SEPTEMBER 2022 – PRESENT

· Perform end-to-end testing across multiple inventory management platforms, such as ordering, payments, accounting and POS integrations, reporting, and analytics.
· Generate test plans and strategies that align with project requirements and ensure optimal test coverage for new and enhanced features.
· Collaborate with developers and stakeholders to review design specifications prior to feature development, and provide updates on testing progress, risks, and defect resolution.
· Test EDI feeds via FTP and API using various formats, including XML, JSON, CSV, and custom vendor-specific flat file formats.
· Use PostgreSQL to troubleshoot data discrepancies, verify data integrity, and ensure reporting accuracy.

CUSTOMER EXPERIENCE MANAGER | CRAFTABLE | AUGUST 2021 – JULY 2022

· Served as an advanced escalation point for all Craftable modules, including different types of integrations, authentication problems, customer dissatisfaction, analytics, and others.
· Responsible for establishing and adhering to our SLA and continuously improving our CSAT scores.
· Managed internal and external documentation, as well as translated entire knowledge base to Spanish.
· Frequently collaborate cross-departmentally to appropriately resolve urgent issues.

CLOUD ONBOARDING ENGINEER | BLUEPRINT TECHNOLOGIES | OCT 2020 – AUGUST 2021

· Collaborated with enterprise customers to drive cloud adoption and digital transformation through technical guidance and implementation support.
· Provided hands-on assistance with onboarding, deployment, and optimization of Microsoft 365, Azure, and Dynamics 365 solutions.

M365 ADMINISTRATOR | RACKSPACE | JANUARY 2018 – MARCH 2020

· Managed and Supported Microsoft 365 products, including Exchange Online, SharePoint, OneDrive, and Teams to ensure seamless collaboration and productivity.
· Assisted users in discovering features of user accounts, permissions, and security policies through Azure AD and Microsoft 365 Admin Center.

Additional experience and references available upon request.

Education

B. S. IN PSYCHOLOGY | IN PROGRESS | OREGON STATE UNIVERSITY
A. S. IN COMPUTER SCIENCE | NORTHWEST VISTA COLLEGE

Volunteering

RESEARCH ASSISTANT | OREGON STATE UNIVERSITY