Ashley Rivera
IT Analyst

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EDUCATION

Western Governors University   **Remote, US**

Bachelors of Software Engineering   *Expected Graduation: October 2025*

- **Relevant Coursework:** Software Development, Data Structures & Algorithms, Web Development, Database Management, Agile Development, Software Testing, Cloud Computing, DevOps
  Certifications: Comptia Project+, ITIL Foundations, AWS Cloud Certified Practitioner, WGU Front and Back End Certificates (In-Progress)

Mitchell Community College   **Mooresville, NC**

Associates in Information Technology   *Graduated: May 2019*

- **Relevant Coursework:** Technical Support, Troubleshooting Hardware/Software, Operating Systems (Windows/Linux), Network Configuration, User Account Management, Cybersecurity Essentials, IT Service Management.
  Certifications: IT Help Desk, Information Technology Foundations

WORK EXPERIENCE

Mueller Services   **Remote, US**

Quality Assurance Agent   *April 2024 – Present*

- Reduced report errors by 15% through performing QA reviews on 50+ daily inspection reports, ensuring strict adherence to company standards.
- Conducted data auditing and maintained detailed activity logs to ensure privacy and security standards were met in the process.
- Collaborated with cross-functional teams, contributing to a 10% improvement in process efficiency by troubleshooting and resolving data discrepancies.
- Delivered on-time project results, showcasing adaptability and proficiency in managing tasks at scale while ensuring compliance with privacy protocols.

A1FED   **Remote, US**

Data Entry Analyst   *April 2022 – September 2023*

- Ensured 99% data accuracy in a high-volume federal data migration project, maintaining strict compliance with security protocols, including privacy operations for sensitive government data.
- Audited data entries for accuracy and integrity, identifying issues and troubleshooting in real-time to meet stringent deadlines.
- Provided detailed documentation and feedback on data processing issues, contributing to enhanced system usability and accuracy.

Support.com   **Remote, US**

Technical Support Specialist   *Jan 2021 – April 2022*

- Provided technical support to over 500 customers in resolving their technical issues.
- Assisted customers in setting up and troubleshooting their hardware and software systems.
- Maintained customer satisfaction by providing timely and accurate solutions to their queries.
- Resolved customer complaints and ensured customer loyalty by providing excellent customer service.

Projects

E-commerce Clothing Website – Lexington, NC

Creator   *September 2024*

- Developed a full-stack e-commerce platform using HTML, CSS, JavaScript, and Node.js, focusing on privacy operations for user authentication and data security.
- Implemented responsive design principles, ensuring mobile and desktop compatibility to enhance user engagement and privacy.
- Performed end-to-end testing to ensure data accuracy, functionality, and security across multiple platforms, contributing to overall site reliability.

SKILLS & INTERESTS

Languages & Frameworks: HTML, CSS, JavaScript, React
Tools: Git, Docker, Azure, CI/CD, G Suite (Gmail, Google Sheets)
Testing & Methodologies: Agile Development, Selenium
Database: MySQL, PostgreSQL
Operating Systems: Windows, macOS, Linux
On-Call Support Experience, Adaptability in Fast-Moving Environments