

ALYCIA N. CLARK

Anclark686@gmail.com

678-409-7511

OBJECTIVE

A dedicated, motivated and versatile hard worker, in search of a career to expand professional capabilities, by utilizing diversified skill set obtained from prior occupational, educational and life experiences.

AREAS OF EXPERTISE

- Software Development:
- Python - Flask Django
- Javascript - React, Vue
- Ruby - Rails
- HTML / CSS
- VBA / .NET
- Java / Kotlin
- Software Testing
- Deployment - CI/CD
- Jira Ticketing System
- Amazon Web Services
- Technical Support
- Troubleshooting
- Data Entry & Analysis
- Agile Practices
- Team Leadership
- Staff Supervision
- Staff Training
- Interpersonal Communications
- Administrative Support
- Microsoft Office Suite

WORK EXPERIENCE

Forsta - Remote

07/2022 – Present

QA Engineer -- Full-time

Tests new and old programs to ensure functionality, and desired effect. Coordinate with developers to ensure that new programs do not interfere with existing architecture, and work as expected. Deploy new code on a bi-weekly basis into production. Worked with automated testing libraries such as Cypress to create automated tests for the user interface of our product. Developing a new program to create bi-weekly release reports, reducing the amount of human intervention by automating pulling of data. Interning to become a software developer by picking up small bug and feature cards with supervision.

Quest Diagnostics - Lexington, Kentucky

12/2021 – 02/2023

Route Service Representative -- Part-time

Was responsible for the safe and timely transportation of specimens, supplies, reports, equipment and materials to the appropriate destination. Gathered all specimens retrieved locally and transported to the nearest regional hub.

Forsta (FocusVision+Confirmit) - Remote

07/2021 – 07/2022

Senior Project Coordinator -- Full-time

Coordinated with market research companies to schedule and organize online market research studies. Extensive data entry, requiring precise attention to detail and superior organizational skills. Troubleshooting, and problem solving for both technical and logistical issues. Assisted with training and onboarding of new team members. Performed complex tasks including difficult bookings, troubleshooting and problem solving with clients, and billing and invoicing questions. Used tools such as Excel VBA to increase productivity.

FocusVision Worldwide - Atlanta, Georgia

09/2015 – 07/2021

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InterVu Project Coordinator -- Full-time

Coordinate with Market research companies to schedule and organize online market research studies. Extensive data entry, requiring precise attention to detail and superior organizational skills. Troubleshooting, and problem solving for both technical and logistical issues. Provide customer service, by communication with clients, team members and respondents to ensure studies are efficient and without issue.

FocusVision Worldwide - Atlanta, Georgia

11/2014 – 09/2015

Client Services Representative -- Full-time

Monitored video and audio conferences, provided support for any potential problems. Worked to correct any connectivity, video/ audio or other computer issues. Provided excellent customer service in ensuring the smoothness of each session, and solving any problems which may have arisen.

Animal Emergency Critical Care - Leesburg, Virginia

09/2011 – 07/2014

Customer Service Representative, Receptionist -- Full-time - Congruent with undergraduate studies.

Worked one on one with clients, in routine, unique and stressful situations, while ensuring their comfort. Performed various administrative and clerical duties such as: the use of Microsoft Office Suite, data entry, filing and invoicing. Peer training and other tasks that expanded on the principles of teamwork, integrity, and commitment to completing goals.

Minnieland Private Day School - Ashburn, Virginia

08/2009 – 03/2010

Tier II Teacher -- Full-time - Congruent with undergraduate studies.

Taught 2-3 year olds basic skills, while caring for, and nurturing them in a playful, yet scholastic atmosphere. Ensured their safety, and made sure that the standards of their parents, the directors and the state were met. Often held the role of lead teacher, and supervised 1-2 less experienced teachers.

Maggie Moos Ice Creamery - Ashburn, Virginia

08/2006 – 04/2007

Assistant Manager -- Part-time - Congruent with high school education.

Prepared and served specialty ice cream per the customer's request. Supervised 1-2 employees each shift. Other accountabilities included counting the till, closing down the computers, and ensuring that the store was secured at departure.

EDUCATION

Old Dominion University

05/2014

Bachelor of Science in Criminal Justice

Penn State University

12/2015

Graduate Level Coursework in Statistics

Ada Developers Academy

01/2024

Software Development Bootcamp