Andrew S. Masiero

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# SUMMARY

I’m pursuing a role where I can add value to the business with my organizational, leadership, and analytical skills. My 3+ years of IT experience has been exclusively with Charter. I have discovered a more natural fit with my role in release management where I have been in charge of projects to develop better reporting for the release management team, and to revise major business processes for the entire service activation team (a team of 500+ IT professionals). Suitable potential roles for my work style would be business analyst, project manager, cyber security management, etc.

* Turned a 6-hour job into a 1-hour job
* Redesigned workflow process and Jira tickets for development and release management teams
* Wrote new policy and procedure for release management
* Created reports for release management

# PROFESSIONAL EXPERIENCE

## CHARTER COMMUNICATIONS INC, ST. LOUIS, MO

### IT SERVICE ACTIVATION

#### RELEASE ANALYST

#### April 2022-Present

* Reviewed and approved change requests for all test environments
* Track releases and maintain records
* Track application versions for test environments
* Served as a liaison between team to facilitate deployment scheduling
* Improved deployment management process in SIT from 4-6 hours per day down to 1 hour or less per day
* Completely rewrite business process to establish protocols for release management
* Complete redesign of Jira tickets and workflows for release management and development
* Wrote scripts in Python, Java, JavaScript, and Selenium to streamline work processes
* Organize Confluence team space for documentation, record keeping, workspaces, etc.
* Experience with Jira, JQL, and Jira APIs

#### QUALITY ASSURANCE ANALYST

#### June 2019-April 2022

* Wrote scripts in Python, Java, and JavaScript to aid in workflows
* Developed automated testing scripts using Jmeter and Jenkins
* Experience with REST and SOAP/XML APIs using various tools such as Jmeter, Postman, SOAP UI, and Python scripting
* Worked mostly on the Unified Inventory Management (UIM; an Oracle product) domain as a SIT tester

## Paul Lauschke & Associates Real Estate Inc., Alton, IL

#### BROKER/REALTOR (SELF-EMPLOYED)

#### May 2018-July 2020

* Gained experience using CRM Software to track customers and clients
* Trained in sales techniques and gained experience in interacting with prospects and clients
* Learned how to advertise and promote myself as a broker through print and digital media

# PROFESSIONAL DEVELOPMENT

## TRAINING/CERTIFICATIONS

PC Pro  
Linux Pro  
Network Pro  
Security Pro  
Web Dev Boot Camp  
Studying for CBAP certification

## SKILLS/KNOWLEDGE

Analytical

Conceptual

Collaboration

Interpersonal

Negotiation

Waterfall

Agile

Policy, standards, and procedures

Requirements gathering

Project Management

Work process design

Jira configuration design

Workflow diagrams

Visio and Draw.io

Word

Excel

Power Point

Access

Writing documentation & descriptions

Training

Mentoring

Reports

Automated reports

Confluence

Jira

JQL

Jira API

REST APIs

SOAP/XML

Python

Flask

Selenium

Java

JavaScript

VB Script

SQL

HTML

CSS

Bootstrap

Postman

SOAP UI

Jmeter

Kafka Tool

ALM

Splunk

Jenkins

GIT

Sublime

Visual Studio Code

Atom

Automated testing

Integration testing

Test case design

## EDUCATION

### Bachelor of Science in CMIS

##### Southern Illinois University Edwardsville

#### **GPA**: 3.939