**ELIZABETH R. O’DONNELL**

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**EMERGING SOFTWARE ENGINEER**

**EXPERIENCED QUALITY CONTROL ANALYST**

Experience in streamlining operations, increasing efficiency and improving overall product quality. Emerging experience delivering functioning software. Software quality assurance testing experience in a wide variety of environments. Leadership roles in creation and execution of QA testing processes, test strategies and plan. Extensive training in software testing theories and procedures. Comfortable working solo and in a team environment.

**QUALIFICATIONS & SKILLS**

* Excellent interpersonal communication skills, both oral and written
* Detail oriented
* Ability to prioritize and reorganize daily tasks as demanded by workday
* Strong analytical ability
* Quick learner
* Ability to follow direction easily
* Comfortable working in a wide variety of environments
* Proven team building, leadership and training skills
* Reliable, dependable
* Technical acumen and ability to learn new skills in a timely manner
* Strong analytical and problem-solving skills necessary to identify any programming errors or inconsistencies and the ability to recommend solutions
* Highly organized with great attention to detail
* Ability to work both independently and in a team environment
* Self-starter with a demonstrated ability to consistently deliver results in a high-energy environment
* Solution oriented problem solver
* Team leader with ability to build relationship and development of team members to be successful
* Strong relationship management and negotiation skills
* Strong relationship building skills

**PROFESSIONAL EXPERIENCE**

Principal Financial Group, Mason City, Iowa

**IT-Software Engineer III** 07/2019 – Present

* Our Quality Analyst role was merged with the Software Engineer role in July of 2019. I continued to perform the duties of QA until approximately October of 2021.
* Pairing with other Software Engineers to learn the process of code development, including: pulling the code to my local branch, making the changes via IntelliJ, moving the code to a release branch, testing and the releasing to production environment. Also pairing with them to teach them how to do manual testing.
* Understanding of business procedures and pension participant operations and products, particularly related to the Benefit Event Process and Distribution Process.
* Ability to understand and make well-reasoned design decisions and tradeoffs.
* Ability to dig into unfamiliar code and solve the business issue.
* Participate in the technical design of features our team is working on.
* Improve the health of our code every time changes are made to it.
* Identify technical debt and proactively make changes to manage it.
* Use of multiple systems, including: Microsoft Office, Express, Mainframe, Database, Win SQL, IBPM, Blueworks, Confluence, Jira, Postman, System Logs and IntelliJ.

**IT-Quality Control Analyst I / QCA II / QCA III** 01/2012 – 07/2019

* Testing of software projects of medium size and moderate complexity to ensure software meets end-user requirements, design specification and development standards.
* Critique software process to assure quality and to identify potential improvement opportunities.
* Understanding of business procedures and pension participant operations and products.
* Use of multiple systems, including: Microsoft Office, Quality Center, Primavera, Express, Mainframe, Database, Win SQL, IBPM, Blueworks, Confluence and Jira.
* Promoted to Quality Control Analyst II in March of 2014
* Promoted to Quality Control Analyst III in March of 2017

**Training Associate** 05/2010 – 01/2012

* Coordination of efforts across business unites to ensure effective use of resources.
* Work with several internal and external partners daily to enhance team and department knowledge.
* Assist in the development of other department members through training and guidance.
* Handle escalated situation and identify alternative solutions.
* Assist our internal and external sales teams with questions regarding the implementation process.
* Provide training to newly hired Implementation Managers and Implementation Data Analyst’s, as well as on-going training to current members of the department.
* Write procedures for new processes being implemented, review current procedures for accuracy and make any updates needed.
* Run reports for Staff on an on-going and as-needed basis using Web-I.
* Conduct team meetings.
* Complete phone reviews for Implementation Managers and provide results to management.
* Analyze quality reviews for Implementation Managers and Implementation Data Analysts for accuracy, as well as future training needed within the department
* Active member of the CI Process Improvement Project.

**Client Service Associate / Senior Client Service Associate** 03/2006 – 05/2010

* Establish and maintain effective relationships to anticipate client needs by providing innovative solutions to challenging situations.
* Effective communication and management of multiple demands and priorities.
* Deliver excellent customer service to cultivate relationships between retirement plan clients, financial professionals and internal partners.
* Take ownership of client calls/inquiries as a part of a service team.
* Make proactive contacts to client with regards to their retirement plan options and services.
* Identify areas of opportunity to ensure growth in retirement savings and profitability for all.
* Promoted to Senior Client Service Associate in January of 2008.
* Topic Contact for: Investments, Expenses, Loans and Compliance Testing.
* Provide training to newly hired Service Associates as well as on-going training to current members of the department.
* User Acceptance Testing completed two years in a row for enhancements made to the Compliance Testing Application and for enhancements made to Express

**EDUCATION**

**Indian Hills Community College** Ottumwa, Iowa

\*Currently working on degree

AAS: Computer Software Development, May 2024

**University of Northern Iowa** Cedar Falls, Iowa

BA: Social Work, May 2005

University of Northern Iowa Dean’s List: Spring, 2004 and Fall, 2005

**North Iowa Area Community College** Mason City, Iowa

AA: May 2004

**REFERENCES**

Available upon request