




# Christa Baccas

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## EDUCATION

**UNIVERSITY AT BUFFALO**  
*Buffalo, NY*  
*Bachelors of Arts Social Sciences (May 2015)*

## ADDITIONAL SKILLS

DevOps & Agile Methodology  
Testing Tools & Techniques  
Communication – Written & Oral  
Test Planning & Documentation  
Selenium WebDriver  
Microsoft SQL  
Microsoft Azure  
Microsoft Azure DevOps  
Basic Knowledge of HTML & CSS

## CERTIFICATIONS

CompTia A+

## EXPERIENCE

### QUALITY ASSURANCE MANUAL TESTER

*Crown Data Systems, Buffalo, NY / Jul 2020 - Present*

- Worked with the development team design test plans, scenarios, scripts, or procedures software for enhancements and fixes.
- Monitoring changes to ensure all test plans/cases are up to date.
- Reduced QA turnaround by 30% but implementing Selenium Web Driver framework to automate web application.
- Document software defects, using Azure DevOps, and report defects to software developers.
- Provide feedback and recommendations to developers and stakeholders on software usability and functionality.

### TECHNICAL SOFTWARE SUPPORT SPECIALIST

*Crown Data Systems, Buffalo, NY / Mar 2019 - Jul 2020*

- Work with end-users and developers to resolve issues and respond to inquiries.
- Investigate any reported application performance issues and Assist users troubleshoot software issues
- Assist users with software installation and training
- Respond to user account management requests
- Assist in the creation of user level help documentation and instructional videos
- Performed hand-on fixes at the desktop level, including installing and updating software
- Identified and troubleshooting of system issues, document help desk tickets and resolutions
- Answer phone calls and email in a timely manner while documenting tickets

### CUSTOMER SERVICE REPRESENTATIVE

*Ingram Micro, Williamsville, NY / Jul 2018 - Mar 2019*

- Processing and updating customer transactions as requested.
- Focused on meeting Service Level Agreements with the client and providing excellent customer service.
- Resolved complex order management issues for the client regarding order status, delivery/shipment dates, claims with the warehouse, and product issues.
- Focused on maintaining multiple mailboxes, phone calls, and processes for the client, while developing strong communication and multitasking skills.

### PROFESSIONAL ATHLETE

*CBV Binnenland Women's Basketball, Rotterdam, South Holland / Sep 2016 - Jan 2017*

### PROFESSIONAL ATHLETE

*Avides Hurricanes Women's Basketball, Scheeßel, Lower  
Saxony / Sep 2015 - Mar 2016*