CB

CHRISTA BACCAS

WEB/SOFTWARE DEVELOPER

CONTACT ME AT

Austin, TX

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EDUCATION

University of Buffalo
B.A. Social Sciences | May 2015

University of Texas
Full Stack Coding | Dec 2021

CompTia A+ | October 2020

SKILLS

+ DevOps & Agile Methodology
+ Selenium WebDriver
+ Test Planning & Documentation
+ Microsoft SQL
+ Microsoft Azure
+ HTML, CSS/BootStrap
+ JavaScript/JQuery
+ Node.js
+ Express

PROFESSIONAL ATHLETE

CBV Binnenland Basketball
The Netherlands | 2016 - 2017 Season

Avides Hurricanes Basketball
Germany | 2015 - 2016 Season

WORK EXPERIENCE

Quality Assurance Manual Tester
Crown Data Systems | July 2020 - August 2021

- Implemented over 1,200+ test cases and permutations.
- Manually tested a wide range of software and web applications prior to production deployment.
- Automated 30% of web application testing by implementing Selenium Web Driver framework.
- Monitored changes to ensure all test plans/cases are up to date.
- Documented and revised policies and procedures for product enhancements and improved process flow.
- Documented software defects, using Azure DevOps and reported defects to developers and product owners.

Technical Software Support Specialist
Crown Data Systems | March 2019 - July 2020

- Worked with end-users and developers to resolve issues and respond to inquiries.
- Investigated, reported, and troubleshot application performance and software issues.
- Created user-level help documentation and instructional videos for software products.
- Answered phone calls and emails in a timely manner while documenting ZenDesk tickets.

Customer Service Representative
Ingram Micro | July 2018 - March 2019

- Focused on maintaining multiple mailboxes and phone calls to process and update customer transactions as requested.
- Focused on meeting service level agreements with the client and provided excellent customer service.
- Resolved complex order management issues for the client regarding order status, delivery/shipment dates, claims with the warehouse, and product issues.

Customer Service Representative
Strategic Financial Solutions | June 2017 - July 2018

- Handled high volume inbound and outbound calls.
- Accurately and proactively reported customer's credit activity to Credit Reporting Agencies in a timely manner.
- Documented all customers interactions in Salesforce.
- Stay up to date on knowledge of our loan products and regulatory compliance guidelines (CFPB, FCRA, etc.).