Courtney Pulaski

courtney.a.pulaski@gmail.com.com ❖ (908)377-1515 ❖ Newington, CT

www.linkedin.com/in/courtneypulaski ❖ https://github.com/courtneypulaski/courtneypulaski.github.io

WORK EXPERIENCE

COCC   **Feb. 2019 – Present**
Systems Analyst | June, 2020 – Present   *Southington, CT*
Application Analyst II | Feb, 2019 – June, 2020

- Acted as scrum master for a team of over fifteen analysts and developers, leading meetings, coordinating sprintwork, and tracking project progress at a team level.
- Worked to analyze requirements and client needs, design and document new functionality, and write and execute manual test cases to support the software used in the financial sector.
- Collaborated with developers to analyze and troubleshoot reported issues, and documented both the business and the technical information around both the issue and the resolution before performing testing of the fix.
- Organized and executed manual regression testing of new software versions in order to test new features as well as identify any issues with system integration.

Selective Insurance   **Oct. 2015 - Feb. 2019**
IT Sr. Associate Systems Analyst | Apr, 2017 – Feb, 2019   *Glastonbury, CT*
IT Associate Systems Analyst | Oct, 2015 – Apr, 2017

- Gathered information from both internal business stakeholders as well as external end users of the software in order to understand how the insurance software is used and assess what features or changes to implement in new functionality.
- Created informal technical documentation for the IBM TSO and DB2 software in use by the company in order to initiate an information source for new employees or for seldom used functionality.

COCC   **Dec. 2011 – Oct. 2015**
Application Analyst | July, 2013 – Oct, 2015   *Southington, CT*

- Hosted and spearheaded knowledge gathering sessions with security personnel, database administrators, infrastructure support specialists, other system specialists, and developers when particular feedback was needed for a project.
- Coordinated with business partners to initiate and support user acceptance testing of new features or bug fixes.

Product Analyst | July, 2013
Junior Product Associate | Dec, 2011 - July, 2013

- Collected the feedback of several external clients, and created business requirements based on the current system functionality and the current and future needs of the clients.
- Created user documentation for several existing system functionalities to create reference documentation for the external clients who use the system.

EDUCATION

Union College   **June, 2011**
Bachelors of Science, Mathematics   *Schenectady, NY*

SKILLS & INTERESTS

- **Skills:** Requirements Gathering, System/Technical Documentation, Design Analysis, Mentoring, Jira, ALM (familiar), Microsoft Office, Oracle SQL, Agile/Scrum
- **Interests:** video games, reading, currently learning coding