Caroline Dawes-Pastorelli
Quality Assurance Engineer

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Education

Associates Degree
MiraCosta College //
Oceanside CA
2013

Full-Stack Cert.
UCSD Extension //
San Diego CA
Est. Completion Mar 2022

Key Skills

Critical Thinking
Customer Service
Conflict Resolution

Qualifications

- Accustomed to working in fast-paced environments with the ability to problem solve and successfully handle complex situations.
- Technologically savvy, able to take complex ideas and translate them into smaller, simpler chunks of information that is easier to understand from a non-technical standpoint.

Experience

Oneplan Solutions, *Greater San Diego Area, CA*

Quality Assurance Engineer • 2021 - Present

- Manually test new features to ensure product quality.
- Use of API calls, Javascript, Visual Studio Enterprise, Postman.

Piacere Mio, *Del Sur, CA*

Manager • 2020 - 2021

- Consistently provided professional customer service while multitasking.
- Filled multiple roles at the same time to ensure deadlines were made.

Kids College, *Greater San Diego Area, CA*

Robotics Teacher • 2018 - 2018

- Prepared lesson plan for afterschool programs facilitating the use of computers and programs aimed towards building lego robots.
- Encouraged communication and critical thinking when presented with unforeseen outcomes.
- Initiated a basic foundation of computer literacy to ensure students' success.

LP3 SecurIT, *Poway, CA*

Junior Engineer • 2016 - 2017

- Assisted Network Operation Center (NOC) Manager with hardware and software issues, ensuring clients' network infrastructure was maintained, secure, and efficient for day to day needs.
- Experienced with virtual machines using VMWare and VIrtualBox, including creating/removing, maintaining, and troubleshooting issues related to networking.
- Experienced with Windows OS from Windows 2000 through Windows Server 2012, including multiple server roles such as web application server (IIS) and DHCP.

Davanti Enoteca, *Del Mar, CA*

Server • 2012 - 2021

- Successfully trained over a dozen new employees in customer care and conflict resolution.
- Proven capability to work well under pressure and within tight deadlines.

References

Available upon request.