# CHRIS SNYDER

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## SUMMARY

8+ years of testing experience using Agile SDLC methodology with a variety of web based and mobile applications. Extensive experience with the creation of test plans, execution, defect management, and data mining.

## PROFESSIONAL EXPERIENCE

**GREAT WEST FINANCIAL (EMPOWER RETIREMENT)**
*System Test Analyst, 08/2012 – 11/2016*

- Analyzing business requirements, functional specifications, and developing test plans for detailed test scenarios, test strategies, and test cases as a member of an Agile team
- Coordinating various types of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, data migration and validation
- Performing manual functional testing with QC and regression testing with QTP
- Responsible for communication with the users and responsible for working with the users closely during UAT
- Writing SQL queries to pull data from databases and update tables
- Testing GUI features and verifying the functions of applications and IVRs through various browser emulators and Perfecto Mobile

**ERICSSON/SPRINT**
*Business Analyst, 06/2000 – 04/2012*

- Collaborated with Sprint IT using the Agile Scrum methodology to develop a new order processing system for Cable 911 customers
- Developed and maintained relationships with outside vendors providing enhancements to current order processing systems Recorded, transcribed and distributed minutes of meetings
- Generated weekly reports of 911 address validation performance by Sprint and an outside vendor to upper management. This exercise provided the proof that Sprint is was the industry leader in 911 address validations
- Created adhoc reports via Microsoft Access to track user performance daily, weekly, and monthly
- Served as team lead of 8 associates that researched 911 address records for reporting
- Tested new applications and enhancements to existing applications used by Sprint to process 911 records while supporting Cable partners
- Researched, wrote, and edited test procedures that were used for testing system prototypes

## EDUCATION

## APPLICATION KNOWLEDGE

- Application Lifecycle Management/Quick Test Professional
- JIRA
- SQL data mining and updating
- Microsoft Access
- Perfecto Mobile
- Interactive Voice Response systems
- FileNet Content Manager
- Microsoft SharePoint