SOFTWARE DEVELOPER/QA ANALYST

JESSICA BRYANT

Education

BACHELORS SOFTWARE DEVELOPMENT

Western Governors University

Currently Attending

ASSOCIATES IN SOCIAL SCIENCE

Thomas Nelson Community College

2017

Contact

(202) 560 1656

Jbryant1015@gmail.com

Newport News, VA

https://www.linkedin.com/in/jessica-bryant-709036173/

Experience

SENIOR QUALITY RATER/ QUALITY RATER

LIONBRIDGE | 2018 - CURRENT

* Evaluate web pages for SEO (search engine optimization), ensuring the accuracy of the information appearing for organizations improving customer satisfaction by 95%
* Engineered an online tool to analyze and provide feedback om text, web pages, images, and other types of information for leading search engines improving user experience by 90%
* Spearheaded review of the results returned in a specific search query and rate them in terms of relevance increasing result precision by 90%
* Rate keyword and search term pairs based on a set of guidelines covering a set of tasks, improving content relevance to users by 60% driving more traffic to the search engine sites
* Engineered pre-determined rating scales to evaluate how satisfied users would be with specific results or market content which led to an increase in user satisfaction by 50%
* Promoted to senior rater from rater

Additional Work History

ESD (ENVIRONMENTAL SERVICES DEPT)ASSOCIATE

*SENTARA HEALTHCARE | 2015 – CURRENT*

• Consistently increased productivity to 50% by completing tasks promptly with minimal errors

• Maintained assigned areas in a clean, orderly and sanitary condition improving patient experience by 60%

• Practiced safe working habits through appropriate use of chemicals, various equipment and cleaning applications

• Created a waste collection and transport system that adheres to all regulatory standards yielding a 90% waste collection and transport efficiency

DIETARY COOK

*MORRISON’S (CONTRACTOR) /BON SECOURS MARY IMMACULATE HOSPITAL | NEWPORT, VA |2012 - 2015*

• Provide meals for the senior patients in the hospital due to their limited diets ensuring 100% patient experience

• Effectively fulfilled the role of on-call cook for room service improving patient satisfaction by 50%

• Provided necessary help including delivery of patient tray to assigned room as well ensured dietary information accuracy to match patient’s nutritious needs

• Recorded Hazard Analysis Critical Control Point (HACCP) to ensure proper temperature and proper procedures increasing patient’s satisfaction by 90%

DIETARY COOK

*VIRGINIA HEALTH SERVICES, INC |HAMPTON, VA |2012*

• Prepared and provided meals for elderly residents who have special dietary needs increasing patient satisfaction by 90%

• Organized and oversaw constant cleaning of kitchen and dining room ensuring 100% cleanness and safety of floors

• Provided excellent customer service skills by ensuring every resident is satisfied with individual meals increasing patient satisfaction by 90%

• Managed food production, served correct food to residents, controlled appearance, temperature, portion size and sanitation showing a great attitude to work under pressure

FOOD PREP/CASHIER/WORKSTATION ATTENDANT

*SODEXO INC. |GAITHERSBURG, MD | 2008 – 2012*

• Acquired area station revamped customer interaction and engagement as well as improved ingredients related to area specialty resulting in expansion of the station that created room for six new employees

• Managed food preparations cooking and recorded proper temperatures for Hazards Analysis Critical Control Points (HACCP) Log to ensure food safety

• Sanitize all work stations during each shift reducing contamination by 90%

Profile

Accomplished software developer with 1 year of combined experience in full-stack web development design, installation, testing and of software systems maintenance. Excellent in developing and executing solutions for complex business problems. Equipped with a diverse and promising skill-set, proficient in various platforms, language and embedded systems with the latest cutting-edge development tools and procedures. Excellent at collaborating as part of a productive team as well as effectively self-manage during independent projects.

Skills

Microsoft Office Suite

Adobe Suite

Java

Java script

HTML5

CSS

React

Requirements Documentation

Reporting and Analysis

Notable Achievements

EMPLOYEE OF THE MONTH

*LIONBRIDGE | 2019*

Certifications

*MICROSOFT NETWORKING Fundamentals Certification*

*ITIL CERTIFICATION*