

# Cynclaire Hough

(304) 839-9899 | cynclaireh@gmail.com | Rockville, MD  
linkedin.com/in/cynclairehough/ | gitbub.com/cynclairehough

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## Professional Summary

IT Professional with over 7 years of manual and automation Quality Assurance Testing experience while also providing support in tracking and reporting risks. Excellent communicator and team player seeking a software engineering role.

## CORE COMPETENCIES

<b>Technical Skills:</b>	Risk Management, Internal Audit, QA Testing, Troubleshooting, Windows Server
<b>Operating Systems:</b>	Windows 7/XP/Vista/8, Mac OS, iOS, Android
<b>Testing Tools:</b>	Jira, ZenDesk, FuseOS, Team Foundation Server, HP Quality Center, Microsoft Test Manager
<b>Databases:</b>	SQL Server, MySQL, Oracle, AWS
<b>Languages:</b>	PHP, Java, SQL, HTML, XML
<b>Software:</b>	Checkr, HireRight, DelveOs
<b>Methodologies:</b>	Agile, Waterfall

## Certifications

Six Sigma White Belt, Google IT Support Professional, Microsoft Certified Azure Solutions Architect, AWS Certified Cloud Architect

## EXPERIENCE

### Business Consultant

**August 2019 to Present**

- Provide business consulting to small businesses for both financial and technical needs
- Assessing and diagnosing the client's business needs, recommending and implementing a technology solution, software program or financial program
- Analyzing and determining security threats
- Training staff to use the new system
- Monitoring the success of the newly implemented solution
- Knowledge of diverse business areas such as IT, finance, and marketing
- Evaluate business financial needs and create a long- term, sustainable plan

### Lowes Risk Group, Purcellville, VA

**August 2015 - August 2019**

#### *Quality Assurance Specialist*

Lowes Risk Group provides comprehensive enterprise risk management solutions to organizations operating in high-risk, highly-regulated environments and organizations that value risk mitigation.

- Became a subject matter expert and advocate in all aspects of FuseOs (a cloud-based operating system with open API) to ensure quality software prior to 100% company transition from DelveOs in an agile environment
- Evaluated and tested FuseOs system to verify functionality according to user requirements and guidelines
- Documented software defects, using a bug tracking system, and reported defects to the agile software development team

- Exceeded quality and productivity standards that contributed to the company's overall performance succeeding in ranking no. 1521 on the Annual List of America's Fastest-Growing Private Companies—the Inc. 5000
- Implemented an effective automated testing approach, coverage, toolset and framework
- Wrote, reviewed and revised 50% of the test plans and testing scripts for system enhancements
- Identified, analyzed, and documented problems with program function and output
- Developed and maintained FuseOs user guides to assist over 200 end users understand usage of the software
- Performed in-depth analysis of reported FuseOS issues using MySQL queries, Linux command line tool, regular expression log parsing and issue verification in various FuseOS environments
- Supported other QA analysts in testing and documenting large enhancement features and releases, as needed
- Conducted research using specific criminal information for 10+ clients such as Checkr and HireRight to determine if subject has either a clear record or has criminal information to report
- Contributed to risk mitigation and loss prevention to organizations in high-risk environments
- Used Zen Desk to support user feedback and change requests
- Contacted educational institutions in all 50 states daily to verify educational information (diploma, degrees, certifications, etc)
- Provided content and necessary screenshots to the technical writer in order to keep up-to-date FuseOs work instructions
- Contributed to the retention of more than 10 clients through software analyzation and development resulting in refined accuracy and rapid fulfillment

**Appen Butler Hill, Kirkland, WA** *(Remote)*

**August 2016 - December 2018**

***Software Quality Assurance Analyst***

- Implemented hypothesis testing such as reviewing a workload of 15 samples per day and extracting information to determine reliability and strength in user content
- Supported other teams with hypothesis testing, as needed to help define certain labels and definitions that they are trying to test and provide the ground truth
- Assisted client stakeholders by developing standards, methods and procedures to maintain user quality and effectiveness
- Identified trends and provided feedback on real user data to identify values, likes and dislikes of the target audience
- Improved overall program quality and delivery by communicating effectively with product and project stakeholders, engineers, and vendors as needed

**TeleTech Holdings Inc., Morganton, WV** *(Hybrid)*

**May 2014 - December 2015**

***Customer & Technical Support***

- Safely maintained records of 800+ contacts, accounts, and orders to protect consumer data and created documents to ensure the customers' service histories are available for future representatives
- Provided level 1 help desk support to of all end users and escalating them to a higher level if needed
- Exercised a professional approach to answer inbound-calls and emails from customers
- Conducted research to provide answers for customers to resolve their issues effectively and provided over-the-phone support for a range of products and services

- Utilized diagnostic tools to help troubleshoot technical inquiries and get services running smoothly, talking customers through fixes
- Answered a vast range of troubleshooting questions
- Completes weekly and monthly reports related to progress against key performance indicators (KPIs)
- Processed orders, and scheduled field visits with technician for more advanced repairs

## **EDUCATION**

### **University of the People, Pasadena, CA**

Pursuing a B.A., in Computer Science

**August 2013- 2015**

### **West Virginia University, Morgantown, WV**

Pursued a B.A., in Computer Science

**August 2013- 2015**

## **Programs**

- **Year Up** - Core Values: Build Trust and Be Honest