

# Sun Bogan

977 Joshua Key, Chicago, IL

## PHONE

+1 (555) 230 3555

## EXPERIENCE

### Kozey-Stoltenberg

San Francisco, CA // Testing Specialist // 05/2018 – present

- Interacts with work leaders, technology, supervisors, and managers
- Provides feedback to transaction processing personnel on errors created
- Provides support by creating and reviewing documented procedures (SOP) Standard Operating Procedures for operations
- Monitor and analyze feedback received via the JIRA platform
- Monitor, create, and update tickets generated from the JIRA platform
- Assist managers and supervisors to clarify operating policies and assist in the design of concise written operating procedures

### Schaden, Reichert and Miller

San Francisco, CA // Testing Specialist // 06/2013 – 03/2018

- Perform in-depth analysis on new and existing services and features and reports results independently and promptly
- High School Diploma or equivalent education. Advanced degree desired
- Minimum working two (2) years in Operations Center and/or Correspondence
- Clean Performance record-No written or verbal performance warnings/PIR in the past year
- Must consent to, and successfully clear all required pre-employment screenings (i.e., background and substance abuse)
- Must be currently eligible to work in the USA for any employer without sponsorship

## EDUCATION

### Baylor University

Bachelor's in Computer Science

## SKILLS

- Draft Stability Study protocols (real time/accelerated aging) in accordance to Master Specifications and Filing Strategy (RS, RU, registered sites, etc.)
- Prepare and manage stability studies using LIMS
- Request and gather samples required for the two Stability protocols (accelerated and real time), coordinate with Project Management, Supply Chain, Order Fulfilment, Commercial
- Work with Sample Coordinator from Sales/Marketing to organize stability sample re-packaging in QingPu Plant