JORDAN FREUND

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EDUCATION

B.S. Media and Information, Michigan State University
Focus in Interactive and Social Media
Minor: Business
Date Entered: August 2013
Expected Graduation Date: May 2016

EXPERIENCE

JACKSON, Okemos, MI — May 2015 to Present
Quality Assurance Automation Intern
- Design, build, and maintain scripts that automate manual testing
- Provide support and update existing scripts
- Create documentation to support the onboarding of new associates
- Problem solve and debug scripting issues
- Effectively create written communications
- Partner with Quality Assurance Analysts and Testers to test new scripts and provide error feedback and recommendations
- Proactively notifies management should any issues arise
- Collaborate with team members to implement process efficiencies

JACKSON, Lansing, MI — May 2014 to May 2015
Quality Assurance Intern
- Created data files to thoroughly test program logic and verify system flow
- Ensure that system tests are successfully completed and documented
- Track and manages defects found during testing and retest corrections to ensure resolution
- Create test plans to adequately test all functionality of the given system
- Proactively notifies management should any issues arise

JACKSON, Okemos, MI — May 2013 to May 2014
Strategic Support Associate
- Effectively create written communications
- Create, organize, and verify completion of projects
- Coordinate and facilitate meetings
- Review conversion data to validate there are no errors
- Triage and provide responses to incoming requests from business partners
- Partner with development to test new programs and provide error feedback
- Collaborate with team members to implement new process improvements

ACTIVITIES AND INTERESTS
- Program in Swift to create iOS apps in my free time
- Proficient with Microsoft Office and Mac OS, iOS

TECHNICAL SKILLS
- MS Excel, Word, PowerPoint
- Wireframes
- Information Architecture
- Python, Visual Basic, C++
- HTML, CSS, JavaScript
- User Personas
- Card Sorting

REFERENCES

Brandy Hanson
SIG Development Manager
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