

Mari Droney

CONSULTANT SYSTEMS/SOFTWARE QC ACH TESTING

Richmond, VA - Email me on Indeed: [indeed.com/r/Mari-Droney/e7cdf5410090b88e](https://www.indeed.com/r/Mari-Droney/e7cdf5410090b88e)

Results-driven test professional with varied experience working in a financial institution. Skilled at building relationships with stakeholders and business partners in both technology and operations. Proven ability to write clear and concise test plans and scripts. As a test lead, designed most efficient process for testing complicated initiatives. Team player who is flexible, reliable and adaptable to dynamic environments.

- Proficient in PEP+, CICS, Quality Center, TSO
- Microsoft Office Suite Proficiency
- Excellent problem-solving abilities
- Strong interpersonal skills, team player, quick learner
- Analytical and Critical Thinker
- Knowledgeable and Dependable

Authorized to work in the US for any employer

WORK EXPERIENCE

CONSULTANT SYSTEMS/SOFTWARE QC ACH TESTING

Bank of America's IV&V ACH Testing - Richmond, VA - 2007 to 2015

- Key individual contributor to project teams within the line of business to ensure standard quality practices and processes were followed.
- Designed and executed test plans and procedures for testing of new or modified applications and systems. Worked with business users to understand and document business processes.
- Provided resolution to an assortment of problems related to QA projects. Loaded scripts, detected and entered defects into defect system tracker, (Quality Center). Coordinated with technical contacts to resolve defects.
- Tested with customers using the new International ACH Transaction (IAT) format and resolved transmission and formatting problems with customer's technical contacts.

OFFICER, OPERATIONS ANALYST I

Bank of America's ACH Department File Exceptions - Richmond, VA - 2004 to 2007

- Managed and reviewed / audited customer data files to ensure accuracy and timely delivery of payroll and other financial transactions to recipient financial institutions.
- Assisted and facilitated customer / client resolution of issues including procedural and scheduling discrepancies.
- Generated and reviewed reports to ensure timely receipt of customer's files and confirmations.
- Assisted other operation areas with problem resolution and customer support.

OPERATIONS ANALYST I

Bank of America's ACH Department Technical Support - Richmond, VA - 1999 to 2004

- Tested customer (ACH) files for accuracy and integrity of data to ensure compliance with industry standards (NACHA).
- Performed data maintenance as requested by treasury management.
- Reviewed and analyzed data within multiple mainframe applications.
- Assisted and facilitated customer/client resolution of issues including procedural and scheduling discrepancies. Assisted with problem resolution and customer support for ACH.

QUALITY ASSURANCE ANALYST I

NationsBank's ACH Department - Richmond, VA - 1998 to 1999

- Performed quality assurance tasks to ensure compliance with existing standards.
- Utilized database programs to create graphs and reports for departmental use.
- Assisted and facilitated customer/client resolution of issues including procedural and scheduling discrepancies.
- Generated and reviewed reports to ensure timely receipt of customer's files and confirmations.
- Utilized custom software applications to facilitate, review and retrieve customer data.
- Worked closely with treasury management and other areas on problem resolution and customer support.

QUALITY ASSURANCE REPRESENTATIVE

NationsBank National Direct Sales - Richmond, VA - 1997 to 1998

- Monitored sales agents to ensure complete, concise and correct information is communicated to the customer at all times.
- Ensured quality of the fulfillment department by randomly checking the information being mailed to customer.
- Created and prepared various weekly and monthly reports using Excel and Access for use by upper management.

CUSTOMER SERVICE REPRESENTATIVE

NationsBank - Richmond, VA - 1994 to 1997

OFFICE MANAGER

Rich's Stitches - Richmond, VA - 1993 to 1994

- Ensured accurate, timely, and efficient handling of accounts receivable and accounts payable.
- Managed, reviewed and audited over 100 customer and vendor accounts on a monthly basis.
- Reduced outstanding accounts receivables by over 20% and interfaced with suppliers.

OFFICE MANAGER

Sentinel Automotive Dist, Inc - Lancaster, PA - 1980 to 1993

- Managed a customer base of over 250 customers. Responsible for profit and loss of existing store with annual sales exceeding \$1,000,000.
- Duties included direct sales, product management, pricing policies, inventory control and training.
- Developed training manual and job aids for new employees.

EDUCATION

High School Diploma

JP McCaskey High School - Lancaster, PA

1975 to 1977