

Brittany Murphy Torres

Altamonte Springs, FL - Email me on Indeed: [indeed.com/r/Brittany-Murphy-Torres/04b12e98cb7c0aaa](https://www.indeed.com/r/Brittany-Murphy-Torres/04b12e98cb7c0aaa)

An innovative, exceptionally well organized, and creative self-starter who likes to think outside the box, with a proven track record in overcoming obstacles. A team player who can play a key role in analyzing business processes and authoring information packets as well as producing methodologies and files for effective data management. An analytical problem solver who embraces new challenges and has demonstrated the ability to assess complex operational issues, identify defects and waste, and develop creative solutions that enhance productivity and improve standard processes. A quick learner who can easily adapt to new responsibilities, can absorb new ideas and can communicate clearly and effectively.

WORK EXPERIENCE

Game Software Development Senior Technical Lead

IGT - Lakeland, FL - August 2016 to May 2017

- Updated GSD production schedule as required
- Worked with GSD Coordinator and department Manager for prioritizing, assignments, adjustments, etc.
- Communicated special game production requirements to team members
- Took on lead role and supported production development of games
- Communicate Project assignments & follow-up for status, completion dates, issues, etc. for team members
- Completed special project assignments (both individual and with team)
- Assisted in CPAR resolution/documentation
- Reviewed processes and tools and provided feedback and support for continuous improvements
- Reported scorecard metrics and KPI's
- Communicates performance or employee issues to Manager and provide details
- Assisted in interview process for hiring of new team members

Senior Data Quality Assurance Technician

IGT - Lakeland, FL - October 2015 to August 2016

- Audited data files for accuracy and proper distribution of products
- Reviewed lottery ticket layout for software defects
- Documented and reported software defects to software developers via a bug tracking program
- Multi-task on assignments and prioritize based off Production Schedule and department needs
- Provided feedback to junior DQAs to improve quality of products produced
- Identified quality problems and recommended solutions
- Supervised Training project

End of Game Auditor

IGT - Lakeland, FL - May 2015 to October 2015

- Created and audited inventory, validation and other files
- Created and audited client deliverables
- Completed balancing of lottery games to client specifications
- Document Control
 - Updated current documents and client deliverables checklists
 - Created checklists for new clients as needed

PERSONAL DETAILS

578 Calibre Crest Parkway
Altamonte Springs, FL 32714

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AREAS OF EXPERTISE

Troubleshooting
Quality Control Analysis
Complex Problem Solving
Customer Relations
Process Improvement
Operations Analysis
Data Analysis
Data Management
Process Documentation

EDUCATION

Bachelor of Science in Electrical Engineering in Electrical Engineering

Southern Illinois University
December 2012

Bachelor of Science in Computer Engineering in Computer Engineering

Southern Illinois University
December 2012

SKILLS

CSR (Less than 1 year), Data Quality (4 years), Quality Assurance (4 years), Quality Assurance Technician (4 years), Training (2 years), Microsoft Office (7 years), SQL (1 year)

ADDITIONAL INFORMATION

KEY SKILLS AND COMPETENCIES

Platforms: Microsoft Windows XP - Microsoft Windows 7 Professional - Microsoft Windows 10
Proficient in: Microsoft Office [...] Microsoft Outlook 2010 - 2013
Database: Microsoft SQL Server and Microsoft Access
Experience working with: Multiple in-house software apps - GMC Print Net T Designer 7.0 - OneNote 2010 -2013

Languages: SQL - HTML - CSS - JavaScript

PERSONAL SKILLS

People skills
Analytical
Time Management
Organization skills
Evaluating

PERSONAL SKILLS

People skills

Analytical

Time Management

Organization skills

Evaluating

WORK EXPERIENCE CONT.

Data Quality Assurance Technician -

IGT, Lakeland FL

August 2013 - May 2015

- Created layouts to be printed for lottery tickets.
- Review data and ensure that client satisfaction is ensured by adhering to the working papers
- Provide feedback to CSR/Pre-media for Draft WPs
- Created variables and data to be attached to lottery tickets.
- Document Control
 - Updated current documents
 - Created training documents

Software Engineer -

Watchfire Signs, Danville, IL

February 2013 - July 2013

- Software Testing and Integration
 - Tested software to control digital LED billboards and signs
- Document control
 - Updated and compiled documents as needed

PERSONAL SKILLS

People skills

Analytical

Time Management

Organization skills

Evaluating