

John M. Smith

La Vergne, TN

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(615)898-9860

Objective

My passion is to be a productive, growing member of a professional organization delivering quality service. I thrive on acquiring new skills and improving existing ones.

Skills Profile

- Time management skills
- Ability to explain complicated concepts clearly
- Back End Development: Java, C#/.Net, SQL(familiarization with multiple DBMS)
- Agile methodologies and practices
- Great social skills
- Troubleshooting
- Networking
- Web Development: HTML, CSS, JavaScript, PHP, Ruby on Rails
- Strong business communications etiquette
- Critical thinking and active listening
- Manual/Automated/Load testing via Tricentis platforms, Jmeter, etc.

Professional Experience

CLAYTON HOMES

05/2022-Current

QA Analyst 1

Knoxville, TN

- Increased application speed and efficiency by building out automation and load testing suites for testing across multiple enterprise applications.
- Actively engaged in scrum master duties by facilitating Scrum ceremonies such as stand-up meetings, retro's, and planning sessions.
- Worked with team of software engineers, fellow QA's, product owners, etc. to continue to create cohesive enterprise application(s).
- Automation Specialist level 1 & 2 certifications for Tricentis Tosca
- Taking initiatives to learn new programming languages (RPG III & IV) in order to develop for IBM I/AS400 systems.

PARROTT PRINTING

Knoxville, TN

4/2015-05/2022

Sign Installer –Part Time

- Work under the supervision of an experienced sign technician
- Follow building/design plans to meet customer needs.
- Proficient in constructing wood and metal signage and frames
- Correspond with customers regarding their policies and information

PARKSIDE KIA

Knoxville, TN

01/2019-08/2019

Product Specialist

- Grew company sales month over month by developing new and repeat customers through solid, consistent communication and buyer experience.
- Gained extensive product knowledge to help buyers make informed purchase decisions.
- Determined customer needs by actively listening and asking questions.

01/2017-01/2019 WYNDHAM DESTINATIONS

Sevierville, TN

Front Line Sales

- Maximized customer experience and company sales by establishing strong client relationships both during and after sales process.
- Thoroughly informed clients of all beneficial Wyndham products through strong product knowledge to help buyers make informed decisions.
- Lead customers on informative tours to secure sales and grow company profits.

04/2012-12/2016 KNOXVILLE UTILITY BOARD
Service Technician

Knoxville, TN

- Responsible for maintaining a company vehicle
- Read meters in a timely manner across Knox County and surrounding areas

Education PELLISSIPPI STATE COMMUNITY COLLEGE

Knoxville, TN

- A.A.S in Computer Science - Programming