

# James Watkins

Carrollton, GA 30116

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## Education

### **The University of West Georgia - Carrollton Georgia**

Graduation - 07/2014

*Bachelor of Business Administration in Management of Information Systems*

Overall GPA- 3.55/4.0 Major- 3.8/4.0

Inducted into Beta Gamma Sigma

## Technical Skills

Software testing, quality assurance, HTML, CSS, Microsoft Office, Visual Studio, basic SQL, SAP-FICO, customer service, dedicated mailbox management, new employee training

## Related Experience

### **Greenway Health- Carrollton, GA**

06/2014 - Present

*Research and Development – Associate Quality Assurance Engineer*

- Executed manual functional testing based on analysis and understanding of the requirements and deployment environment.
- Analyzed requirements and created test cases to exercise product functionality.
- Verified test results through analysis of graphical user interfaces, databases and reports.
- Documented and communicated issues found during the course of testing and worked with Development and Business Analysts to resolve the issue.
- Worked within a scrum team inside an Agile Development environment.

### **Southwire Company- Carrollton, GA**

06/2013 - 06/2014

*Shared Financial Services – Accounts Receivable - Intern*

- Supported the Accounts Receivable team in managing and collecting an open receivables balance of over \$750 million through daily interaction with Southwire Sales, Logistics, Customers and Departmental Management.
- Prepared and sent chargeback packages providing back up documentation to customers for incorrect deductions due to price or product discrepancies.
- Managed dedicated mailboxes to address customer requests and assist Accounts Receivable Analysts.
- Responsible for training new AR interns.
- Developed and implemented process improvements in chargeback reporting metrics

## Other Experience

### **Backwoods Steakhouse**

05/2008 – 06/2013

*Server*

- Initiated communication with customers in order to understand their needs and suggest appropriate products.
- Interacted with customers in order to resolve complaints and to survey customer experience.