

Kemma Ubushin

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PROFESSIONAL EXPERIENCE

Lead Quality Assurance Analyst, November 2018 – Present

Bank of America Merrill Lynch, Pennington, NJ

- Led and managed an SIT team of 7 QAs to ensure all testing was appropriately tracked and executed
- Created 6,000 test cases for functional testing in Microsoft Excel
- Track, report and relay defects in HP ALM to software engineers to ensure quick turnaround
- Validate that user and/or business expectations are achieved during the testing process
- Participate in a Scrum development and agile environment

Marketing Associate, May 2018 – October 2018

Vincodo, Langhorne, PA

- Closely manage agency's largest account providing day-to-day paid advertising management
- Obtain assets from the client side to distribute to various vendors in an efficient manner
- Act as an assistant liaison between the agency and client

Sales Support Associate, September 2017 – May 2018

J. Crew, Princeton, NJ

- Processed and packaged 100+ orders through Enterprise Shipping in a manner that prevented product damage
- Stocked and organized new merchandise throughout the store according to the marketing plan
- Worked as a team member to provide the highest level of service to customers

Customer Service Representative, Summer 2016, Summer 2017

Watchung Beverage Delivery, Lakewood, NJ

- Resolved customer complaints and issues via phone and email to ensure repeat clientele
- Ensured customer satisfaction is met to build brand loyalty

EDUCATION

Rider University, Lawrenceville, NJ

BSBA in Advertising and Web Design, May 2018

3.8 GPA

The American Business School of Paris, Paris, France

Study Abroad, Spring 2017

SKILLS

- JIRA, HP ALM, Microsoft Office, Adobe XD, Photoshop, Wordpress, HTML, CSS

LEADERSHIP & ACTIVITIES

Ambassador – Study Abroad Ambassador, September 2017 – May 2018

- Worked closely with the Center of International Education faculty on various office duties on a weekly basis
- Created logos for different events using Illustrator and Photoshop

President – Rider University Badminton Club, September 2015 – December 2016

- Ensured all tasks and goals were completed for the club, welcomed new club members
- Acted as a Secretary and/or Public Relations when necessary