

E. Lewis Lockhart

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Summary

Seeking entry-level software development position. Experienced and insightful leader with a track record of process improvement. Self-driven, highly organized and goal oriented. Consistently achieve and exceed expectations without supervision.

Professional History

Simplifile, LC : QA Engineer

Apr 2018 - Present

Responsibilities:

The testing of software, user interaction, data transfer. Creating and tracking test suites via qTest, testRail software systems. Evaluating software for improvements, enhancements. Deploying code via Jenkins to the QA environments. Participating in bimonthly sprint planning and code promotion meetings. Utilizing other software systems such as Jira, Postman, MySQL Workbench, FileZilla, Netsuite.

Simplifile, LC : Customer Support Team Supervisor

Feb 2015 - Apr 2018

Responsibilities:

The hiring and managing performance of employees. Responsible for the creation and implementation of the support department training / incentive pin program. Utilizing data from ZenDesk, Asterisk, and QA reviews to drive improvements to systems and processes. Creating and implementing policies and protocols to enhance client and employee relationships. Ensuring the successful processing of millions of dollars in daily ACH money transfers.

Accomplishments:

Customer Satisfaction Scores: Personal Score - 100% - My Team - 100%

Successfully transferred over \$2.6 billion in company funds, error free, over 3 years.

Created a department wide training and incentive program, successfully reducing the learning curve by 8 months.

Coded a DOM manipulator to add data to vital system pages, reducing error rates, saving over \$14k annually.

Simplifile, LC : Customer Support Agent

Feb 2014 - Feb 2015

Responsibilities:

Assisting customers and employees with system issues and training via phone, email, and chat. Troubleshooting general software and fee issues. Utilizing Jira to document software bugs for the development team.

United States Navy - Classified Information Analyst - La Maddalena, Italy

Nov 1998 - Nov 2002

Responsibilities:

Researching and comparing data for repair procedures. Specializing in 688 submarine class systems and schematics. Collaborating with a team to automate data searches, increasing efficiency. Monitoring engineering alterations to ensure database was reflecting all superseding specifications.

Accomplishments:

Planned and supervised overhaul of shipboard fire control system, completing project early, without rework.

Researched and provided work protocols for over 100 critical system repairs connected with Operation Enduring Freedom - Afghanistan.

Education

Brigham Young University, Provo - BFA

Utah Valley University - non-degree, Graphic Design

University of Utah - Full Stack Bootcamp (through to Apr. 04, 2020)

Skills

Javascript, jQuery, HTML, JSON, API, Firebase, MySQL, GitHub, GitLab, Bash, VS Code, Quality Assurance, Excel, Adobe Master Suite, Accounting, Data Analysis, Design/Layout, Process Improvement, Customer Service