# Madison Vincent

My objective is to acquire a permanent position where I may share, demonstrate and refine the collection of skills I have gained through my education and work experience. My dream is to work for a company that stands for something I value and can contribute to passionately.

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## EDUCATION

### Colorado State University, Global Campus — BS in *Management Information Systems & Business Analytics*

2016-2018
Graduated with a 3.73 GPA

### Metropolitan State University of Denver, CO — *CIS*

2012-2016
Attended as part of my BS

## CERTIFICATES

### Certified Scrum Product Owner (CSPO) — *Jan 2021*

### Tier 3 Secret Clearance (CAC) — *In Progress*

## EXPERIENCE

### VML Apps, Remote — *Senior Quality Engineer*

SEPTEMBER 2021 - PRESENT

I am responsible for a wide range of testing and automation work on best-in-class applications. This includes UI, functional testing, backend/integration testing, and API testing on mobile, TV and web platforms. I have created multiple automation suites from the ground up for our clients, and have worked on projects such as the Olympics, SNY, JetBlue and currently the U.S. Marine Corps. I was responsible for developing and maintaining a Java based automation framework using Appium & Selenium to be utilized by other members within the company. I personally managed a small team and coached them all through the development of automation skills while in this position. I accomplished these tasks using many different tools, including but not limited to Xcode (XCUITest and Swift), IntelliJ, Android Studio (UIAutomator), VS Code, TestNG, Proxy Softwares, Jira, Github and a range of AWS Services. I also trained in both CLI and JavaScript during my time in this position.

## SKILLS

Mobile & Web Testing

Manual Planning & Testing

Automated Planning & Testing

API Testing

Performance Testing

Backend & Integration Testing

CI/CD

Statistical Analysis & SQL

Java, JavaScript, CLI

Selenium, Appium, TestNG

AWS, Azure, Jira, Jenkins

Scrum and SAFE

Work with Classified Data

Repository Administration

Experience with a variety of Tools and Tech Stacks

High Profile Clients & Best in Class Apps

Team Training & Leadership

Project Management

Customer Service ( 7 yrs)

Research & Development

Passion for Innovation & Technical Growth

Extremely Detailed & Organized

## Xactly Corporation, Remote — *Quality Engineer*

APRIL 2020 - APRIL 2021

I was responsible for both manual and automated testing of an accounting software that was offered as part of the product suite. This included highly detailed participation in Agile and Scrum processes, spending significant time communicating and working cross-functionally, creating, coding and executing both automated and manual testing (GUI, Automation, Performance), database query (SQL), ETL Monitoring, production of documentation and interviewing/training new team members. I completed training on Amazon Web Services and completed a certification for Certified Scrum Product Owner (CSPO) during my time in this position. This included product experience with CRM Integration, Java, IntelliJ, Postman, Jmeter, SQL Server, Report Portal, Azure DevOps, Amazon Web Services, Pendo, Azure Application Insights, Github, Jenkins and more.

## Xactly Corporation, Denver, CO — *Technical Support Analyst*

JULY 2018 - APRIL 2020

My responsibilities included troubleshooting, administration and configuration on technical aspects of incentives/compensation-based enterprise software, hand calculation of compensation-based formulas, close and detailed customer service based contact, developing documentation and training for new employees on multiple products and policies, monitoring automated integration and calculation processing, managing and dispersing incoming caseload on a daily basis, and 7 day on-call managerial shifts every several weeks. During my time here I was given additional promotions and responsibilities to provide our Information Security Documents and manage InfoSec communication, document security policy, and participate in product SOC Audits.  I spent significant time developing training material and training new hires. I gained experience with troubleshooting SQL and DB administration, FTP/IP, SAML/SSO, accounting standards, SQL Server Management Studio, and more.

## Zillow, Denver, CO —Client Engagement Specialist

DECEMBER 2017 - JULY 2018

I was responsible for connecting real estate agents with commissionable clientele using company provided GUI utilizing calling, text and email. This includes responsibility for both inbound and outbound calling (up to 250 calls daily), data entry and case to case management for different consumer types. I am also involved in various activities and leadership groups within the company. I lead my team in engaging in company provided volunteer opportunities as well as assist in finalizing training for new employees.

## Menchaca Handyman Services, Frisco, TX — *Office Manager*

JUNE 2017 - DECEMBER 2017

I managed all administrative work for a home improvement business. My responsibilities included accounting, QuickBooks work, employee information and customer information tracking, scheduling, marketing, project management, payroll, tax documents and expense tracking. I oversaw converting the business that was previously based on physical documentation into a digitally run system.