**MARIA Alejandra DOYLE**

211 Faison Road, Chapel Hill, NC (919) 308-6982 mardoyle@hotmail.com

**SUMMARY**

Enthusiastic professional with experience working in an software/quality assurance environment seeking a software/quality assurance position

**HIGHLIGHT**

* Able to work with internal & external teams •Customer service skills
* Excellent communication skills •Bilingual, Spanish/English
* Results oriented •Troubleshooting skills

**MARKETING/FINANCE EXPERIENCE**

**MARKETING COORDINATOR**

**Tokens of Care (TOC, Non-Profit)**

Chapel Hill, NC

Jan 2015 - Present

* Annually develop and implement an marketing plan and strategy
* Develop engaging content for social media channels
* Coordination of event logistics, publicity, including public relations, advertising and collateral material design, production and distribution
* Responsible for securing prizes and in-kind donations from sponsors/donors
* Active Board Member (Secretary) for Tokens of Care

**FINANCE-PAYROLL LIAISON CLERK**

**US Embassy - Dept. of State - Finance Dept.**

Caracas, Venezuela

Apr 1991 - Oct 1992

* Responsible for record keeping and reporting of time and attendance, pay, leave, and other compensation matters/benefits for various categories of American and locally employed staff
* Served as liaison between employees and/or management in resolving any payroll discrepancies
* Performed as principal pay liaison clerk at post, prepared data input for transmission to Global Financial Systems and assisted U.S. and Venezuelan employees on pay matters
* Prepared financial reports as required

**OTHER PROFESSIONAL EXPERIENCE**

**FREELANCE ENGLISH INSTRUCTOR**

Caracas, Venezuela

Sep 1993 - Sep 1994

* Taught conversational English skills to Deloitte and Touche executives following provided lessons plans
* Prepared and set tests, examination papers and exercises
* Marked and provided appropriate feedback on oral and written work

**FREELANCE TRANSLATOR**

**The Walking Cassroom (TWC) - Non-Profit**

Chapel Hill, NC

Jan 2014 - Present

* Convert written material from source language (English) into 'target language' (Spanish) ensuring the translated version conveys the meaning of the original as clearly as possible
* Proofread, edit, and revise translated materials

**SOFTWARE QUALITY ASSURANCE (QA) ENGINEER**

**Cisco Systems**

Morrisville, NC

Dec 1999 - Dec 2000

London, England

Jan 2001 - Dec 2002

Morrisville, NC

Jan 2003 - Jan 2007

* Designed, developed and executed manual and automated tests and scripts in a Cisco Unified Communications solutions environment for Enterprise customers such as Deutsche Bank, Bank of America and Merrill Lynch
* Test Lead for Deutsche Bank customer account
* Analized test requirements alongside customers and developed test plans, test cases and methodologies. Set up respective test lab environment
* Regularly documented test progress and test summary results and reported them to senior management and customer accounts. Met with customers to discuss test progress/results as needed
* Interacted with Cisco's software development teams to track defects from discovery through resolution. More specifically, reported and tracked bugs, replicated reported customer bugs, verified bug fixes and new functionalities, regression tested new releases and supported developers by examining logs and debug files
* Provided constant feedback to software teams for improvement

**PROJECT ADMINISTRATOR/LEAD TECHNICAL TRANSLATOR**

**GTE/Movilnet - Technical Operations**

Caracas, Venezuela

Oct 1992 - Sep 1994

* Completed Spanish/English translations of weekly technical progress reports for senior management
* Recorded meeting minutes, wrote documents and various reports and translated them from English to Spanish for local RF (Radio Frequency) engineers
* Served as English/Spanish interpreter for local staff during meetings with American engineering contractors
* Lead and collaborated in translation assignments with junior translator

**EDUCATION**

B.S. Math/Computer Science University of North Carolina Aug 1995 - Dec 1999

Minor Spanish Literature

Law School Universidad Central Jan 1991 - Sep 1994

Caracas, Venezuela