Marie Laborde

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https://code-progression.herokuapp.com
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https://github.com/mjoulel

EDUCATION

Certificate, Web Development | Full Stack Flex Program - UT Austin Coding Bootcamp, 2017
B.S., Computer Science – Montclair State University, Upper Montclair, NJ, 2000

Projects

Immigration Portal App: https://fast-everglades-41667.herokuapp.com/
Jeopardy Game App: http://jeopardy-multiplayer.herokuapp.com/

Professional Experience

Software Test Engineer, ARTLab (AIX APAR Regression Test Lab)
IBM – Austin, TX   **1998 - 2001**

- Prepared regression tests with system updates, eliminating potential customer problems and enhancing product quality in a timely fashion.
- Determined product deficiencies, with opened defects, and working closely with developers to recreate and fix the product deficiencies.
- Developed and enhanced testing programs that address such areas as regression testing, rerunning tests (due to errors), stress testing, and usability, which substantially decreased software product deficiencies..
- Collaborated with team members to maintain process documents and quality records in the Department Operating Manual for technical accuracy and compliance.

Technical Support Specialist, AIX Remote Technical Support
IBM – Austin, TX   **2001 - 2015**

- Managed and corrected customers' technical problems in a timely manner
- Created quality knowledge content through numerous written technical documents to supplement phone support to customers.
- Exceeded management's goals (in terms of support center metrics).
- Specialized as the team's technical focal point and intermediator for developers and customers.

Software Test Specialist, ISST (Integrated Software Systems Test) at IBM
CTG – Austin, TX   **2015**

- Ensured that the operating system, programs and hardware technologies functioned correctly through detailed analysis, problem determination, and collaborating with developers.
- Reduced exposure of software product deficiencies to customers.
- Implemented defect tracking system tools to monitor technical problems, and verify their corresponding fixes to developers.
- Assisted in resolving operating system problems, program malfunctions, and hardware/ software configuration issues.

Benefit Services Representative
The Boon Group – Austin, TX   **2016 - Present**

- Sharing knowledge of employee benefits and insurance products within a customer service environment.
- Developing research and problem resolution skills.
- Implementing strong verbal and written interpersonal skills.