Contact

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Top Skills

Manual Software Testing
Credit Union Industry Knowledge
Full-Stack Development

Languages

English (Native or Bilingual)

Johnathan Pierce

Quality Assurance, Software Testing, Full Stack Web Development
Springfield-Branson, Missouri Area

Summary

If you're stuck between two decisions, the easy choice probably isn't the right one.

Experience

CU NextGen
3 years 5 months

Quality Assurance Specialist
March 2023 - Present (1 year 11 months)

- My team is spearheading manual software testing for a suite of our proprietary products, including online digital banking, Member Relationship Manager, Online Account Opening, and more, ensuring high-quality releases for credit union clients nationwide.
- Actively participating in the software testing process from initial development through production release, contributing to the delivery of high-quality software.
- Conducting post-production testing to monitor and resolve issues, ensuring optimal software performance and client satisfaction.
- Consistently meeting project deadlines and quality standards while working remotely, demonstrating strong self-management and communication skills.

Implementation Specialist
August 2022 - March 2023 (8 months)

- Served as the primary point of contact for new credit union clients nationwide, guiding them through the software implementation process from onboarding t production.
- Collaborated with clients to gather requirements, configure software settings, and facilitate smooth integrations with their existing systems.
- Conducted training sessions and provided ongoing support to empower clients to effectively use our software.
- Coordinated with internal teams, such as sales, product, and support, to ensure a seamless client experience and drive continuous improvement.

IT Analyst
September 2021 - August 2022 (1 year)
United States

- Created and maintained comprehensive technical documentation for
proprietary software, enhancing knowledge transfer and user understanding.
- Managed due diligence requests, ensuring accurate and timely responses to
support business objectives and regulatory compliance.
- Provided technical guidance to clients during the onboarding process,
facilitating smooth transitions and positive client experiences.
- Served as the primary technical contact for internal employees,
troubleshooting and resolving software and hardware issues, minimizing
downtime and maximizing productivity.
- Coordinated and executed hardware replacements for employees, managing
inventory and ensuring minimal disruption to workflow.

SRC Holdings Corporation
Engine Assembler
June 2021 - September 2021 (4 months)
Springfield, Missouri, United States

- Assembled and performed quality control testing of re-manufactured heavy-
duty engines, ensuring adherence to client specifications and industry
standards.
- Collaborated with a cross-functional team to disassemble, inspect, and
rebuild engines efficiently, demonstrating strong attention to detail and
mechanical aptitude.
- Conducted thorough quality control inspections, identifying and addressing
any issues to maintain high-quality outputs.
- Met production deadlines consistently, showcasing strong work ethic and
time management skills.
- Gained experience in a fast-paced manufacturing environment, developing
adaptability and adherence to safety protocols.

Multipli Credit Union
1 year 11 months

Junior Technology Specialist
March 2020 - June 2021 (1 year 4 months)
Springfield, Missouri, United States

- Managed and maintained server infrastructure, ensuring optimal performance
and minimizing downtime.
- Administered and supported the phone system, addressing any issues and
configuring changes as needed.

- Handled networking tasks, including troubleshooting connectivity issues and configuring network hardware.
- Provided software and hardware troubleshooting, resolving end-user issues promptly and effectively.
- Coordinated with third-party vendors, managing service contracts, and ensuring timely and efficient support.
- Programmed and generated PowerOn reports in Symitar, often for executive requests and annual board meetings, contributing to strategic decision-making
- Managed software and server updates/patches, ensuring system security and stability.
- Oversaw hardware replacement, including procurement, installation, and decommissioning of equipment.
- Demonstrated commitment and adaptability by working on-site throughout the COVID-19 pandemic, ensuring business continuity.

Member Service Representative
August 2019 - March 2020 (8 months)
Springfield, Missouri Area

- Provided exceptional member service by assisting with financial transactions, including withdrawals, deposits, check cashing, and account reviews, ensuring member satisfaction and accuracy.
- Collaborated with the Assistant Branch Manager to perform closing duties, such as:
--- Replenishing ATM's/ITM's and cash dispenser machines.
--- Balancing cash to ensure general ledger amounts matched.
--- Securing the building by locking appropriate entrances/exits.
--- Counting and verifying teller (MSR) drawers to ensure amounts matched.
- Assisted with opening duties as needed, including:
--- Preparing the building for business.
--- Handling the night deposit drop box.
--- Starting machines and software required for daily operations.
- Maintained a strong focus on security and accuracy throughout all transactions and procedures.
- Developed a solid foundation in financial services and credit union operations.

Pilot Catastrophe Service
Insurance Adjuster
September 2017 - August 2019 (2 years)
United States

- Deployed to disaster areas and client offices to manage property claims, providing prompt and efficient service to policyholders affected by natural catastrophes.
- Conducted on-site inspections to assess property damage, determine causation, and evaluate coverage, utilizing tools such as Xactimate Estimating Software, tape measures, and cameras.
- Notable Deployment: FEMA flood claims for Allstate in Orlando, FL, following Hurricane Irma. Demonstrated exceptional customer service and tact while communicating claim approvals and denials to policyholders face-to-face.
- Managed remote claims for various storms and wildfires from State Farm's office in Dallas Fort Worth, TX, handling outbound and inbound calls with policyholders and contractors.
- Exhibited strong knowledge of State Farm homeowner policies, local market pricing, and labor costs, ensuring accurate and efficient claim resolution.
- Demonstrated outstanding customer service and conflict resolution skills when interacting with angry or distressed policyholders.
- Collaborated with contractors to discuss and review estimates, facilitating timely and cost-effective repairs for policyholders.
- Adapted to varying deployment lengths, from three weeks to several months, based on claim volume and need.
- Managed personal vehicle for travel to inspection sites, with reimbursement for mileage and fuel.
- Earned personal commendation from State Farm Vice President for outstanding handling of a challenging claim with a frustrated policyholder.

Education

Codefi - Code Labs
Certificate of Completion, Full-Stack Programming · (August 2022 - May 2024)

Rose State College
Associates of Applied Sciences, Cyber Security · (2019 - May 2020)

Francis Tuttle Technology Center
Certificate of Completion, Network Technology, Pre-Engineering · (2010 - 2012)