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Parker Martin

SKILLS

Proficient in these coding languages:

HTML, CSS, JavaScript, ES6, AJAX, Axios, JQuery, node.js, express.js, react.js, MySQL, Sequelize ORM, Handlebars, babel.js MongoDB, Mongoose, Jest, Webpack, JSX, Git, GitHub

Familiar with these coding languages:

Vue.js, Angular.js, Swift, PHP

Other Skills and Software I am proficient in:

Manual QA Testing, HP ALM, Jira, Customer Service, Microsoft Office, Slack, G-Suite, Test Case Writing/Uploading, Data Ingestion/Integration, CX, Financial Background (Credit Cards and Student Loans)

EXPERIENCE

InMoment – *Application Specialist/Technical Success Manager*

SEPTEMBER 2017 – PRESENT

- Build customer experience surveys and customized reporting solutions using the proprietary application for clients
- Implement and QA the proprietary application for clients
- Apply HTML/CSS and JavaScript to validate or update different survey/application functionality
- Import client/customer data via API/FTP into the InMoment platform for survey invites or data imports
- Use Microsoft Excel/Google Sheets to validate customer data and perform vlookups/other excel functions to reference applicable data
- Interpret Customer Experience (CX) data in DIY dashboards or Tableau
- Advise clients on technical challenges as they arise
- Suggest new improvements for clients to enhance their CX program
- Submit production bugs in JIRA as they arise
- Work with development to verify bug fixes as they are pushed to production and verify functionality is working for the client/end user

Discover Financial Services – *Analyst, Quality Assurance (UAT Tester)*

APRIL 2016 – AUGUST 2017

- Validate functionality of new updates to the current system before production

- Write and execute test cases via Microsoft Excel based on Business Requirement documents (BRD) and high level design documents (HLD)
- Upload test cases via Excel using the HP ALM add-on/plugin
- Validate test cases and test results against the test plan and applicable wireframes
- Write bugs/defects as they occur within HP ALM during testing and work with dev to ensure they are tracked, deployed and fixed accordingly
- End-to-End and Regression testing
- Smoke Testing to validate early testing results
- Ad-Hoc Testing during the application lifecycle to find any outlying issues
- Negative test cases from a UAT perspective to ensure errors are working as expected
- Web Validation testing of production websites
- Create end of project reports based on findings during testing

Discover Financial Services – *Student Loans Back Office Specialist*

MARCH 2015 – MARCH 2016

- Verified loan documents during the application process
- Processed cosigner release applications

Discover Financial Services – *Student Loans Servicing Representative*

MAY 2014 – FEBRUARY 2015

- Took applications for potential and current borrowers/cosigners
- Serviced loans after the funds have been disbursed up until they are paid in full
- Educated customers on the benefits of repayment
- Answered questions via phone to customers about our product

Discover Financial Services – *Senior Collections Specialist*

DECEMBER 2007 – APRIL 2014

- Collected on past due balances
- Educated customers on keeping accounts current
- Handled high delinquency and high risk accounts nearing charge off status

Harmons Grocery – *Customer Service Representative*

AUGUST 2004 – NOVEMBER 2007

- Bagger
- Cashier
- Hardware
- Carts

EDUCATION

Salt Lake Community College – *Associates Degree in Business Management/Administration*

AUGUST 2007 – MAY 2012

Utah State University – *Bachelors of Science in Business
Management/Administration*

MAY 2012 – MAY 2014

University of Utah – *Certificate of Completion – Coding Bootcamp*

FEBRUARY 2020 – AUGUST 2020

This course covers all of the coding languages I am proficient in and is about 90% completed

IMPORTANT LINKS

LinkedIn: <https://www.linkedin.com/in/parker-martin-a5361147/>

GitHub: <https://github.com/pmarti9>

Profile: <https://pmarti9.github.io/updatedPortfolio/>