

RACHEL WILLIAMS

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Skills Summary

Detail oriented and methodical QA Analyst with background in software development and employer benefits administration. Proficient in all Microsoft products, Siebel, workflow and bug tracking software, such as; JIRA, Redmine and Testrail. Experience with automation testing and manual testing. Ability to think in the abstract and see how small details fit into the bigger picture. Excellent verbal and written communication skills.

Experience

PlanSource (Orlando, FL)

Software QA Analyst

06/2017-04/2020

- Write and execute comprehensive test plans for software features to identify defects based on user focused manual test cases.
- Develop and manage test cases in JIRA to sufficiently support testing coverage.
- Perform a suite of regression tests that fully cover targeted system functionality used to safeguard system integrity during code release.
- Create and maintain automated Ruby test scripts using an automated test framework.
- Use an Agile process collaborating with Product Managers and Developers to iterate through system development.

Alight Solutions (Orlando, FL)

Benefits Specialist

03/2008-06/2017

- Process benefit enrollment, updating benefit vendors, researching and resolving appeals and escalations.
- Answer between 80 to 100 calls a day to assist employees with a wide variety of benefit questions and plan features as it relates to employer provided health related and retirement plans.
- Review employee accounts to answer questions and process any updates accordingly.

Education

Seminole High School /05/2002

Diploma received