

Martina Rozzell

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Overview

Detail-oriented IT professional with five years of experience as a service desk associate helping people with their hardware and software related issue. Skilled at operating in a wide range of platforms. Excellent written and oral communication skills; capable of explaining complex software issues in easy-to-understand terms. I also have the business background to understand where business needs align with the corporate goals for the company.

Experience

Safelite Auto Glass - QA Analyst

September 2017 to Present

Develops Test Scripts using Functional Requirement Documents. Test scenarios are created for Positive, Negative, Boundary cases, etc. Performs all types of testing on workflows and server software. Preparing Functional/regression Test Cases/Scripts in HP Quality Center/ALM under Test Plan, And Review Test Requirements, Creating Test Plans and Test Strategy documents. Involved on testing the new functionality based on test cases and coordinated with development team in fixing the issues, Defect Management by Logging and Tracking bugs during execution in Test lab. Ensures that all the test cases are updated in the HP Quality Center/ALM along with Master test plan; Generating Matrices Reports and Charts for Defect Analysis to analyze statistical nature of the defects. Directly Interact with Project Teams, Developers, Business Analysts and Clients for Test requirements, clarifications and Testing. Provide daily status report, defect matrices, daily updates to lead; Provide daily status report on task assigned to the Project Manager/Client.

Safelite Auto Glass - IT Service Desk Analyst

February 2017 to September 2017

Continued to perform all the responsibilities and tasks that were part of being an IT Service Desk Specialist II. Is one of the Major Incident Managers, duties include managing the status of the major issue, creating the communication to the business, facilitating the communication with involved technology teams, and completing the Root Cause Analysis report. Compiled and prepares the weekly reports for the Service Desk, including the data on weekly status report, LANDesk outstanding tasks report and individual call review reports for the Service Desk Specialists.

Safelite Auto Glass - IT Service Desk Specialist II

March 2014 to February 2017

Acted as the main resource for the Level 1's questions and concerns when taking phone calls, either through general questions or by taking over the phone call. Completed actions that are delegated to Level 2 from other teams, for example, Box administration, re-adding machines to the domain and CMS ID management. Watches for trends in the phone calls and escalates issues as needed. Works directly with Level 3 support teams to manage issues and bring back new options for resolutions for the Level 1 support. Managed the Major Incident and VIP Support queues by interfacing with the team handling the issue and the client themselves. Worked on evaluating and refining process for all phone calls that are taken. Administered the LANDesk system for the organization, with daily administration changes and major process changes. Managed and added to the knowledge base for not only the Service Desk but the whole company. Prepared and communicated with the business on the System Availability Report for several major Insurance clients.

Safelite Auto Glass - IT Service Desk Specialist

February 2012 to March 2014

Acted as a single point of contact for phone calls and emails from staff regarding IT issues and queries. Handled IT issues for Retail and Corporate users that are based all over the country. The Service Desk is the first call for all IT issues from password resets to network and application related problems. Troubleshoot all Office applications, Oracle issues, Network issues at shop locations that are wireless and wired, Xen desktop and Xen application issues, desktop and laptop hardware and software related issue, as well as

applications that have been built for retail operations. On the Service Desk I averaged 30 calls per day with 75% them being resolved on the original call.

TEK Systems - Help Desk Specialist

August 2011 to January 2012

Team member implementation team of EPIC software at The Ohio State University Medical Center Responsible for scheduling and validating attendance for over 14,000 medical center staff members in support of successful implementation. Participated in post implementation call center to support staff in their successful transition to the electronic medical record.

OhioHealth - Westerville Medical Campus - Office Specialist

January 2009 to August 2011

Provided office management function for a shared practice medical suite. These include scheduling patients in QuadraMed, diagnosing and resolving computer system problems, pulling patient records and orders from ORB, as well as implemented and maintain innovative on-line pictorial documentation of patient wounds in WoundExpert. Provided excellent customer service and excellent communication skills as evidenced by consistent 96% Press Ganey Customer Service score. Initiated system for accurate verification of all patient information and consistently maintained a high accuracy level on patient demographic data, insurance verification and billing for services rendered using STAR Navigator.

University of Dayton Library Systems - Help Desk Specialist

August 2006 to May 2008

Monitored and maintained readiness of student computers throughout the library. Assisted students in using library's computer system. Trouble shot any computer usage problems including computer failures, printer malfunctions, and copier downtimes.

Nationwide Children's Hospital – Marketing Web Team Intern

May 2007 to September 2007

Designed web pages & advertising for online newsletters and content. Assumed the responsibility for managing the site. Updated the entire online dataset for the 2006 annual report of the hospital. Designed the "How to Read Your Bill" webpage. Assisted in the rebranding activities involved in the corporate name change to "Nationwide Children's Hospital".

Education

Franklin University

August 2019

Bachelor of Science: Web Development

University of Dayton

May 2008

Bachelor of Science: Business Administration Minor: Visual Communication Design

Skills

I am proficient in all products of Microsoft Office Suite including Access, Word, Visio, Excel, and PowerPoint. I am also proficient in Adobe Creative Suite, including Illustrator, In-Design, and Photoshop. I excel in using both a Mac and Windows platform. I am comfortable with troubleshooting in Windows Operating systems, Mac OS, PC hardware and external devices, mobile phones (Android and iOS) and wired/wireless networks. I have a working knowledge with coding in HTML, CSS, Bootstrap, JavaScript, SQL and PHP. I am ITIL Foundations certified.

I work well either independently or in a group setting as both have to be done daily in my current position on the team. I have strong attention to detail and I am a resourceful problem solver which is shown in the administration the LANDesk tool and interfacing with Level 3 teams. I am experienced in communicating to a technical or nontechnical audience. I have traveled domestically and throughout Europe over the past ten years with for work and personally.