

EDWARD JACKSON

Boston MA, 02110 · Phone – (617) -602-7822

Ejackson@ymcaboston.org · [LinkedIn](#) ·

PROFESSIONAL SUMMARY

I am a highly experienced professional with a proven track record in developing and maintaining client relationships. My extensive background in program instruction and management, coupled with my tech competency and Certificate of Professional Occupancy, equips me with the skills and expertise needed for success in the workforce development field. I possess exceptional communication, follow-through, time management, problem resolution, and advocacy skills, making me a resourceful, intuitive, and strong team player.

EXPERIENCE

DEC 2021– CURRENT

PROGRAM MANAGER, PROPERTY MANAGEMENT YMCA OF GREATER BOSTON

- Develop, review and update program content and curriculum
- Provide direct instruction for Property Management skills programming including, but not limited to – Federal and State regulations, Tenant Law, Resident Screening
- Oversee office and classroom set up of 3 – 4 programs with 5 – 25 participants annually
- Ensure maintenance of accurate data and confidential records system for all program participants
- Oversee contractors, volunteers, interns, partners and instructors associated with program
- Provide necessary information and contribute to grant reporting requirements
- Manage intake and determine which applicants would be a good fit for the program based off established criteria
- Work with other managers and director to complete applicant interviews, provide feedback on participant candidacy and select participants
- Deliver workshops and 1-1 support for trainees across all programs on essential career search and development skills including how to identify openings, submit employment applications and cover letters, proofread resumes, preparing for interviews and navigating barriers to employment

OCT 2020 – CURRENT

SOFTWARE QA ENGINEER (FREELANCE), WAVERLEY SOFTWARE

- Testing current products and identifying deficiencies to provide timely and meaningful feedback
- Design test cases in TestRail and providing test execution based on the analysis of business requirements and technical specifications
- Testing Mobile (iOS, Android) and Web (Windows, macOS) applications
- Performing smoke, functional, UI and regression testing for a mobile app
- Working with the Customer Support team triaging production bugs
- Keeping track of the new requirements

- Performed functional, UI, regression, and smoke testing and reported defects in Jira
- Participated in Scrum meetings to discuss testing procedures and assignments
- Created test cases (TestRail) and provided test coverage based on the analysis of business requirements and technical specifications

EDUCATION

2016

BACHELOR'S OF ARTS IN ENGLISH, NICHOLS COLLEGE

SKILLS / CERTIFICATIONS

- Certified Professional of Occupancy, C.P.O
- Microsoft Office Suite
- Strong verbal, written, and presentation communication
- Ability to teach a diverse population with various learning styles
- Windows, macOS, Linux, iOS, Android OS
- Counseling and case management experience
- 45WPM
- Experience in employment services, teaching, training adult learners