Terri Janikowski

503-887-9506

terbr@hotmail.com

SKILLS

- Microsoft Office
- Program Management
- Vendor Management
- Customer Service
- Data Analysis
- Financial Analysis

- Visual Studios
- Microsoft SQL Management Studio
- Oracle
- Jenkins

- Selenium
- HTML
- CSS
- JavaScript

EXPERIENCE

Portland General Electric   **01/2018 – Present**

Quality Assurance Analyst

Tests the functionality of the OU and Web applications. Currently working with the CS Web team on new functionality and defects. Writes and updates test cases based on business requirements. Performs End to End testing. Writes queries to find test data. Progresses testing through the different test environments using Jenkins. Deploys new functionality into Production. Reviews the functionality of the OU and Web applications with the BA and Developers. Point of contact for Web functionality.

Works with other teams to meet deadlines and gain knowledge transfer. Writes Procedure documents to help knowledge transfer and Onboarding.

Working with the IVR system, smoke testing and updating new functionality.

Biztek People with Portland General Electric   **05/2016 – 12/2017**

Help Desk Technician

Worked in 3 different areas within the Production Support team; reviewed system issues with bills, report review and Help Desk for the system of record.

Help Desk consisted of reviewing, testing and fixing issues within the system of record. Coordinating with the appropriate departments if any issues were identified.

Reviewed reports and bills to ensure accurate information was being communicated to the customer and business. Worked with the Production team in testing systems using HP UFT, running scripts, writing test cases and queries. Writes Procedure documents to help knowledge transfer and Onboarding.

Genesis Financial Solutions   **02/2004 – 02/2016**

Started as a Payment Processor processing payments across three business lines. Promoted to Payment Processing Lead where I trained and wrote procedures. In 2007, I moved to a Program Coordinator role with the Consumer Lending Business line. I worked generating financial reports and was a point of contact for our partners. In 2009, I moved to a System Administrator in the new system of record. I completed requests, trained different departments and updated procedures depending on the updates put in place. I moved back to a Program Coordinator in 2009. I picked up additional responsibilities which included creating reports, coordinating with partners and IT for reporting needs. My role was updated to Reporting Analyst in 2014.

EDUCATION

UofO Boot Camp – Web Developer	**2020**
Mt. Hood Community College	**1998 - 2000**
Kinetic SQL Courses	**2009**
Quick Start – 2012 SQL	**2012**