

Tina Beatty-Smith
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Professional Experience:

Eleven Fifty Academy
Fishers, Indiana

- Dates: 9/2020 to current
- Title: Web Development Student
- Responsibilities:
 - Learn web development and other associated technologies

HTML	APIs	CSS
JavaScript	Git	DOM Manipulation
Node	GitHub	Firebase
React	PostgresQL	Express
Sequelize		

Fusion Alliance, INC.
Indianapolis, Indiana

- Dates: 12/2013 to 6/2020
- Title: Software Engineer
- Responsibilities:
 - Validate software packages for clients in both non-regulated and regulated environments
 - Interact with business subject matter expert and development team to create requirements and test case
 - Develop Testing Scenario Flows
 - Author, revise, and review project artifacts including requirements, test plan, and test summary reports.
 - Author, revise, and review test scripts
 - Generate and verify test data
 - Manually execute test scripts and document test execution results
 - Report and resolve defects

Computer Task Group, INC
Indianapolis, Indiana

- Employment dates: 12/2007 to 12/2013
- Title: Software Engineer
- Responsibilities:
 - Validated four software packages for an FDA regulated client
 - Interact with business subject matter expert and development team to create requirements and test cases
 - Develop Testing Scenario Flows
 - Author, revise, and review test scripts
 - Generate and verify test data
 - Manually execute test scripts and document test execution results
 - Report and resolve defects

FORUM Credit Union
Fishers, Indiana

- Employment dates: 5/2006 to 4/2007
- Title: Quality Assurance Analyst
- Responsibilities:
 - Manually test software fixes, patches, and releases
 - Perform regression testing
 - Coordinate testing with internal staff and partners
 - Review published materials and recommend changes
 - Write, revise, and verify test procedures for all software
 - Document fixes, patches, and releases for internal use Document all software
 - Gather business requirements for projects
 - Analyze current application and suggest enhancements to improve functionality and ease of use
 - Maintain business and technical requirements for all software
 - Provide support to internal support staff and partners
 - Log into the phone tree to accept calls
 - Review existing issues and escalate as necessary
 - Participate in Special Projects
 - Resolve outstanding overdue issues
 - Identify issue trends
 - Suggest internal and external training

FORUM Credit Union
Fishers, Indiana

- Employment dates: 4/2004 to 5/2006
- Title: Software Support Specialist
- Responsibilities:
 - Provide first tier support to 30+ partners via phone, helpdesk software, and email.
 - Manage reported issues entered in an issue tracking system
 - Provide status updates on open issues
 - Learn new software packages
 - Upgrade partners' software and perform testing
 - Configure existing software
 - Implement and test minor coding changes
 - Write documentation for internal and external use
 - Mentor and train new and existing team members

Automatic Data Processing, Inc.
Indianapolis, Indiana

- Employment dates: 6/2002 to 3/2004
- Title: LAN Administrator I
- Responsibilities:
 - Support hardware /software issues for 700 end users using WonderDesk helpdesk software
 - Troubleshoot and resolve network connectivity and functionality issues; including issues with Cabletron token ring smart hub, Cisco Ethernet hub, Cat5 wiring, T-1 lines, Cisco routers, PBX
 - Maintain existing hardware
 - Install new hardware
 - Install, configure, maintain, and troubleshoot variety of printers
 - Manage installation of program/system updates to servers, workstations, and laptops
 - Manage security system updates
 - Work with outside vendors
 - Maintain video conferencing equipment
 - Document new processes and write detailed end user training
 - Indianapolis renovation: pulling cable, rewiring cubicles, relocation of Cabletron hub

Education:

Eleven Fifty Academy
Web Development
Graduation: Anticipated December 2020

Indiana University
Kelley School of Business
Major: Computer Information Systems
Graduation: May 2003