

# TISHA ANDERSON

Farmersville, TX

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## SUMMARY

*Experience QA lead driving excellence in product development. Skilled in aligning processes with objectives and optimizing productivity. Strong leader fostering teamwork and mentorship. Recognized for improving product quality and compliance.*

Full Stack Web Developer with a background in Quality Assurance and life-long dedication to learning. Effective at combining creativity and problem solving to develop user-friendly applications. Known among staff for strong wit and attention to detail no matter the complexity of the project.

## TECHNICAL SKILLS

**Technical Languages:** HTML, CSS, JavaScript, OOP, SQL, NoSQL, Bootstrap, Node.js, MongoDB, MySQL, jQuery, Express.js, GraphQL

**Applications:** Microsoft Office Suite (Word, Excel, PowerPoint), GitHub, Slack

## PROJECTS

**My-React-Studio** | [github.com/tishaanderson/My-React-Studio](https://github.com/tishaanderson/My-React-Studio) | [tisha-anderson-portfolio.netlify.app](https://tisha-anderson-portfolio.netlify.app)

- *This React challenge involved creating a single-page portfolio application to showcase a web developer's project and skills, meeting specific user stories and acceptance criteria. The portfolio features sections for About Me, Portfolio, Contact, and Resume, with navigation for easy access and highlighting of current sections, contact form validation, and external profile links.*
- *React, HTML, CSS, JavaScript*

**PlantPal** | [github.com/tishaanderson/PlantPal](https://github.com/tishaanderson/PlantPal) | [tisha-anderson-plant-pal-7344ed2b4c7b.herokuapp.com](https://tisha-anderson-plant-pal-7344ed2b4c7b.herokuapp.com)

- *This interactive full-stack project entails creating a real-world application using Node.js, Express.js, MySQL, and Handlebars.js, featuring RESTful API functionality, deployment on Heroku, authentication, and responsive design, all while adhering to quality code standards and including a polished README for portfolio showcase.*
- *Node.js, Express.js, MySQL, Handlebars.js, RESTful API*

**Intensity** | [github.com/tishaanderson/Intensity](https://github.com/tishaanderson/Intensity) | [intensity.onrender.com](https://intensity.onrender.com)

- *This project involves collaboratively building a MERN-stack single-page application, integrating MongoDB, GraphQL, Node.js, Express.js, and React, with a focus on user authentication, responsive design, and polished UI, aiming to showcase problem-solving skills and enhance portfolio appeal.*
- *MongoDB, GraphQL, Node.js, Express.js, React*

## EXPERIENCE

**Quality Assurance Trainer/Lead**

2020 – 2023

**Custom Ink**

Flower Mound, TX

*Responsible for collaborating closely with product teams to align quality assurance processes with development goals and timelines. Led and guided the quality assurance team, fostering collaboration and teamwork to ensure adherence to company standards and objectives. Effectively delegated tasks within the QA team for the successful implementation of new features and functionalities. Developed and implemented SOPs to enhance efficiency and consistency in QA activities, optimizing performance and productivity. Identified and addressed areas for process improvement, driving continuous enhancement across departments. Provided training and mentorship to QA team members, facilitating skill development and knowledge sharing. Prioritized customer satisfaction by maintaining a quality-focused approach throughout product development. Proactively identified and mitigated risks to product quality, safety, and compliance, ensuring adherence to industry standards and best practices while optimizing performance.*

**Key Accomplishments:**

- *Spearheaded a quality improvement initiative within an 8-member team, elevating quality rating from levels 1-3 to an exceptional level of 6-8 (with 8 representing the highest standard).*
- *Orchestrated a transformation within the shipping department, increasing output by nearly 50% compared to previous levels.*
- *Fostered a culture of teamwork and collaboration, resulting in a streamlined operational process with mistakes decreasing to less than 10% of previous levels.*
- *Achieved outstanding results in both quality assurance and shipping departments, setting new standards for operational excellence.*

**Bartender**

2016 – 2020

**Buffalo Wild Wings**

Denton, TX

*Provided exceptional customer service by courteously engaging with patrons and accurately taking orders. Expertly mixed and served drinks according to standard recipes and customer preferences. Processed payments accurately using cash registers or POS systems, maintaining cash draw integrity. Actively promoted specials and upsold premium drinks to enhance sales and customer satisfaction.*

**Front Desk Associate**

2016

**FYZICAL Therapy and Balance Centers**

Addison, TX

*Effectively communicated with clients via phone, email, and in-person interactions. Demonstrated strong multitasking abilities to ensure smooth front desk operations. Exhibited excellent organizational skills in managing daily front desk responsibilities.*

**EDUCATION****Full Stack Web Development Boot Camp Certificate: Southern Methodist University, Dallas, TX**

*An intensive program focused on gaining technical programming skills in HTML, CSS, JavaScript, JQuery, Bootstrap, MVC, Firebase, Node.js, MySQL, NoSQL, MongoDB, Express, Handlebars.js, and ReactJS.*

**Bachelor of Science: University of North Texas, Denton, TX**