

**Objective:** To provide support, research problems, recommend solutions, make a beneficial impact.

**Software:**

Adobe Creative Suite Products	FTP	Visual Studio 2010, 2013, 2015
Creating, Editing PDF	GitHub	Web, PC and Mobile App
Windows & Mac	Microsoft Office Suite	Testing

**Experience:**

**Trak Software Solutions – Mobile App Designer & Testing Analyst**

January 2016 – Current

- Creating custom software specifications for online backup software, restaurant management software, custom social media applications, home inspection management software, city code enforcement and inspection software. Specifications includes design, functional and test plan.
- Software testing on Windows, Mac, Android, and iOS. Automated testing on Windows using Coded UI Test Builder. Mobile device testing using DeviceAnywhere. Android and iOS automated testing using Xamarin Test Cloud.

**Xerox (At Home Advisor)**

May 2015 – December 2015

- *Nesting Class Lead*  
Promote development and progression of 25-35 preproduction advisors through Nesting, a one-week process mimicking production customer facing time along with teaching modules. QA learner's calls, manage/develop additional moderators to facilitate part-time or additional support as needed. Build and promote a "team environment" with the focus of organization and successful team building. Work with Supervisor to track attendance, performance issues, or extra coaching as needed.
- *Virtual Nesting Team Moderator*  
Assist with adult learners just out of training with teaching, motivating, directing and correction.
- *Tier 1 iOS Advisor*  
Provide Tier 1 Tech Support for AppleCare customers.

**Sykes (Work @ Home)**

- February 2015 – May 2015 *AT&T Certified Flex-Facilitator*  
Teach classes of adult learners about AT&T systems, policies, how to use tools, where to find resources professionally and efficiently. Provide team lead assistance and resolve escalations.
- June 2014 – May 2015 *AT&T Customer Care Professional*  
Provide customer service to AT&T customers, both business and consumer in troubleshooting, account management and analysis, account upgrades, bill review and improvements.

**Independent Contractor**

May 2012 – February 2015

- Quality Assurance User Experience Software and Mobile Apps, testing apps from a user's standpoint, document and relay findings back to developers for modifications.

## Oklahoma State University Foundation

November 2004 – May 2012

- *Website Developer*  
Build, maintain, and upgrade the Foundation's website, OSUgiving.com. Built database queries on SQL server for email marketing campaigns.
- *2010* - Managed internal hardware/website and external consultants to complete the project transforming the web presence into a CMS using Blackbaud Net Community with an extremely strict deadline and budget. Built web and first-time donor back-end presence, tested website and online forms and processes, mobile apps.
- *2009* - Transformed OSUgiving.com into \$1B campaign fundraising website. Built web presence, tested website and online forms and processes.
- *2006* - Transformed OSUF.org into OSUgiving.com, assist in rebranding, built web presence, tested website and online forms and processes.
- *2006* – On Team to Coordinate Big 12 Development Conference
- *2004 – 2009* – Print Coordinator for Foundation, create print specs, process invoices, QA
- *2004* – Admin Assistant to Senior Marketing Director

## FFA Mortgage

July 2003 – June 2004

- *Executive Assistant*  
Provide admin support to executive mortgage broker owner and leading mortgage broker staff.

## Multi-Level Information Systems, Inc.

December 1997 – May 2003

- *Office Manager*  
Supervise office staff entering applications, running commissions, setting up compensation plans for clients, managing client support calls. Testing compensation plan set-ups, Windows applications. Built and tested software apps. Accounts Payable, Accounts Receivable, HR and Payroll.

## Snappy Car Rental

March 1991 – January 1997

- *Lease Coordinator*  
Support Senior Vice President of Operations and assist in maintaining lease management for 200+ car rental locations. Coordinated bi-yearly national manager's meeting, coordinating hotel, meeting room, airline and transportation arrangements for groups of 150.
- *Executive Assistant*  
Support President, Senior Vice-President and four Regional Vice Presidents with meeting planning and clerical duties.

## Education

Oklahoma State University  
Studied Animal Science

Tulsa Community College  
General Studies

Central Area Vo-Tech  
Office Education graduate

References Available Upon Request