

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

Software:

Adobe Creative Suite
(Photoshop, Illustrator,
Dreamweaver, PDF)
Adobe Connect Classroom

Blackboard Virtual Classroom
Windows & Mac
FTP
GitHub
Microsoft Office Suite

Visual Studio 2010, 2013, 2015
Web, PC and Mobile App
Testing
Windows & Mac

Experience:

Trak Software Solutions – Mobile App Designer & Testing Analyst

January 2016 – Sept 2017

- 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.
- Create, shoot and publish client tutorial videos.

Xerox (supporting Apple)

May 2015 – December 2015

- *Nesting Class Lead – Virtual environment*
Promote development and progression of 25-35 preproduction adult learners continued education, creating training modules and implementation, manage / develop trainers to teach and QA support. Build and promote virtual team environment with the focus of organization goals. Track attendance, performance progress and provide extra coaching as needed.
- *Nesting Team Moderator*
Coach continuing education modules and QA adult learner calls, motivating, directing and correction.
- *Tier 1 iOS Advisor*
Provide Tier 1 Tech Support for AppleCare customers.

Sykes (supporting AT&T)

June 2014 – May 2015

- *AT&T Certified Flex-Facilitator*
Assist in course development and implementation. Coach 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.
- *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