

Jessica Rice Anderson

1234 Ben Franklin Circle

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SKILLS SUMMARY

More than 9 years of business experience in software quality assurance for the leading US tax preparation company, global telecommunications, and a property & casualty insurance software firm. Strong background in user training and support documentation. Experience with software testing tools, software test methodologies, and strong problem solving skills.

EXPERIENCE

Company A – Anytown, USA*User Acceptance Tester - Software Consultant*10/2006-
present

- Developed acceptance test plans for Networx web-based applications used by federal government personnel.
- Created and reviewed functional test cases based upon design documents, change requests, and requirements after meeting with the Business.
- Participated in peer reviews of test cases.
- Manage functional requirements traceability information and track requirements status throughout the project.
- Created test cases in Microsoft Excel for upload into HP Quality Center.
- Created and executed test cases in HP Quality Center.
- Analyzed test results to ensure existing functionality and recommend corrective actions for usability.
- Provided feedback to end users on variances between expected and actual results.
- Provided managers with documentation of test results and status reports.
- Responsible for troubleshooting software testing issues and providing guidance to less-experienced team members.
- Defect writing and tracking of trouble tickets in HP Quality Center.
- Actively engaged in an all phases of Software Development Life Cycle.

Company B – Anytown, USA**09/2005-09/2006***Team Lead - Software Quality Assurance*

- As the team lead for NSite Solutions, responsible for coordinating software testing efforts with the software development team and leadership team. Worked closely with systems programmers, Director of Project Management, and Vice President of IT using both written and verbal communication methods.
- Assured software quality within property & casualty insurance applications by developing and implementing effective test plans and by assuring that the business logic is appropriate and maintained for the client.
- Planned, wrote, developed, executed & verified test plans as meeting with Business owners.
- Manage requirements traceability information and track requirements status throughout the project.
- Verified that results met the business needs of Ford Motor Credit, Unitrin Direct, Road America, and Crawford & Company.
- Assisted with implementing the product into production as needed. Tested production implementations.
- Participated in production implementation verification and was accountable for validating particular enhancements.

- Established and maintained test plans, test data, and test tools.
- Planned, documented, evaluated and tracked program testing results to ensure proper operation and freedom from defects.
- Worked with end users and programmers to create/analyze various required project documents.
- Reviewed user documentation & training materials for accuracy.
- Provided customer support and reported production defects as needed.
- Complied with the standards in the software life cycle and followed the strategies, plans and procedures.
- Communicated and interacted with appropriate areas on problems, changes, and enhancements that impacted data, workflow and/or functionality.
- Prepared data for testing assignments by writing and executing SQL queries.

Company C – Anytown, USA

11/2001-
09/2005

Quality Assurance Analyst

- Conducted system and regression testing of the Windows Tax Preparation System (WinTPS) Federal and 46 State tax programs developed by the H&R Block Tax Systems Development department.
- Responsible for thoroughly understanding the complete end-to-end functioning of US Tax Preparation System from the customer perspective.
- Recognized product and domain matter expert who served as a key resource to Software Engineering, Product Management, and Operations to understand the current functioning and proposed changes to the Client Advice product line.
- Was involved in the design cycle with the creation of use cases that drove product development.
- Actively engaged in an all phases of Software Development Life Cycle.
- Designed and executed test plans and cases to verify the reliability, accuracy and compatibility of the various business applications.
- Responsible for facilitating the resolution of defects and updating manager on the progress.
- Updated prior year test plan as changes to software applications were implemented and issues were discovered internally or by field users.
- Manage requirements traceability information and track requirements status throughout the project.
- Provided second-level telephone support to Service Center and field users.
- Followed established QA processes to ensure overall quality in the business applications.
- Recipient of CIO Award for tax test team leadership and on-time/under budget project delivery.
- Served as the UAT testing lead for the Client Advice project. Provided assistance to the business in regards to training and documentation.
- Created and submitted Level of Efforts for tax projects to clients.

Company D – Anytown, USA

01/2001-
11/2001

Information Technology Support Analyst

- Responsible for providing Tier-2 software technical support to 300+ retail stores.
- Entered and facilitated the resolution of trouble tickets entered in Track-It.
- Processed daily revenue reports for each retail store.
- Worked as a Receptionist using a multi-line PBX System.
- Performed mail room activities including mail sorting and pay check delivery.

SYSTEMS PROFICIENCY

Hardware

IBM PCs and Compatibles, PBX

Software Tools

Mercury Test Director, Mercury Quality Center, Seapine QA Wizard, Seapine TestTrack Pro, Track-It, Clarify CRMe Front Office 11.5

Databases

ORACLE 8i, MS Access

EDUCATION

University of State College

May 2010

Anytown, USA

Bachelors of Science in Business/Information Systems

REFERENCES

Available Upon Request

Jessica Rice Anderson

3100 Ben Franklin Circle | Alexandria, VA 12345 | 555-555-5555 | name@yahoo.com

- Project manager with more than nine years in software quality assurance.
 - Loves to get out from behind the desk and solve problems and improve products.
 - Strong background in user training and support documentation.
 - Experience with software testing tools and software test methodologies.
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User Acceptance Tester & Software Consultant

Company A, McLean, VA & Ashburn, VA | October 2006 to present

- Develop acceptance test plans for federal government using Networx Web-based applications.
- Create and review functional test cases based on client's needs.
- Participate in peer reviews of test cases.
- Manage functional requirements traceability information and track requirements status throughout the project.
- Create and execute test cases in Microsoft Excel for upload into HP Quality Center.
- Analyze test results to ensure functionality and recommend corrective actions for usability.
- Provide feedback to end users on variances between expected and actual results.
- Provide managers with documentation of test results and status reports.
- Troubleshoot software testing issues and mentor less-experienced team members.
- Track trouble tickets in HP Quality Center.
- Engaged in all aspects of software development life cycle.

Team Lead, Software Quality Assurance

Company B, Overland Park, KS | September 2005 to September 2006

- Coordinated software testing efforts with the software development team and leadership team. Worked closely with systems programmers, Director of Project Management, and Vice President of IT using both written and verbal communication methods.
- Developed and implemented effective test plans to ensure software quality.
- Managed requirements traceability information and track requirements status throughout the project.
- Verified that results met the business needs of multiple clients.
- Participated in production implementation verification and was accountable for validating particular enhancements.
- Established and maintained test plans, test data, and test tools.
- Planned, documented, evaluated and tracked program testing results to ensure freedom from defects.
- Worked with end users and programmers to create/analyze various required project documents.
- Reviewed user documentation & training materials for accuracy.
- Provided customer support and reported production defects as needed.

Quality Assurance Analyst

Company C, Kansas City, MO | November 2001 to September 2005

- Conducted system and regression testing of the Windows Tax Preparation System (WinTPS) Federal and 46 State tax programs developed by the H&R Block Tax Systems Development department.
- Recipient of CIO Award for tax test team leadership and on-time/under-budget project delivery.
- Served as the UAT testing lead for the Client Advice project. Provided assistance to the business in regards to training and documentation.
- Responsible for thoroughly understanding the complete end-to-end functioning of U.S. Tax Preparation System from the customer perspective.
- Recognized product and domain matter expert who served as a key resource to Software Engineering, Product Management, and Operations to understand the current functioning and proposed changes to the Client Advice product line.
- Participated in the design cycle with the creation of use cases that drove product development.
- Engaged in an all phases of Software Development Life Cycle.
- Designed and executed test plans and cases to verify the reliability, accuracy and compatibility of the various business applications.
- Managed the resolution of defects.
- Updated prior year test plan in response to changes and defects.
- Managed requirements traceability information and track requirements status throughout the project.

Information Technology Support Analyst

Company D, Kansas City, KS | January 2001 to November 2001

- Responsible for providing Tier-2 software technical support to 300+ retail stores.
- Entered and facilitated the resolution of trouble tickets entered in Track-It.
- Processed daily revenue reports for each retail store.
- Performed mail room activities including mail sorting and pay check delivery.

Systems Proficiency

Hardware

- IBM PCs and Compatibles
- PBX

Software Tools

- Mercury Test Director
- Mercury Quality Center
- Seapine QA Wizard
- Seapine TestTrack Pro
- Track-It
- Clarify CRMe Front Office 11.5

Databases

- ORACLE 8i
- MS Access

Education

- Bachelors of Science in Business/Information Systems May 2010 (expected)
- University of Phoenix, Herndon, VA