

Abilities:

More than 20 years of experience in business requirement gathering, business development, customer service, quality assurance and data analyzation, cumulatively, with the intent of client and customer relationship building and maintenance. Also, more than 20 years of experience in troubleshooting both hardware and software problems. Highly experienced in the Microsoft platforms, including Windows Operating Systems, Microsoft Office, including Excel, Vision, Access, Word, and PowerPoint, as well as Microsoft SSMS (SQL). I am a fast learner and thorough in my tasks. I have developed my skills in communication, troubleshooting and data analyzation through my years in service. I am also experienced in voice over work, as well as recording and editing, as well as copy writing. I work well, unsupervised as well as part of a team.

Achievements:

2023: "Best Local Podcast" / **freetimes** Best of Columbia 2023
2021 to Present: Duck Creek Technologies: Numerous Acknowledgements, Achievements and Recognitions
2021: The Benefit Company: Numerous Recognitions and Promotions
2014: QSSI: 5 Year Recognition, Several Recognitions and Achievements
2005: Palmetto GBA: Division 35 Employee of the Year; 2004
2005: Palmetto GBA: Division 35 Process Improvement of the Year; 2004 (Project Lead)
2004: Palmetto GBA: Employee of the Month; July 2004

Certifications:

Security+; CompTIA Licensed
A+; CompTIA Licensed
Network+; CompTIA Licensed

Education:

Western Governors University	Computer Science / Network Administration	September 2013 - May 2019
Midlands Technical College	Computer Science	August 2009 – May 2013
Georgja Perimeter College	Computer Science	August 1999 – May 2001
Connecticut School of Broadcasting	Journalism, Broadcast Communication	Graduate September – December 1997

References:

William Osborne	Director, Palmetto GBA	(803) 763-1821
Redette Garner	Senior Developer, Benefitfirst	(803) 479-4872
Ruben Guardiola	Project Manager, Aflac	(803) 719-0473

Experience:

Duck Creek Technology (Columbia, South Carolina)

June 2021 – Present

Associate Manager | Quality Assurance

My current project has me working the role of Quality Assurance Lead, Quality Assurance Engineer, and Quality Assurance Tester (June 2021 to Present). My responsibilities include creating and maintaining the Quality Assurance approach and test plan for one client, that at any point in time has 7 to 12 custom Lines of Business. We use both the Waterfall and Agile methodology. The development process requiring validation of data flow from application development, as well as change requests from the client for previous releases to production, and bug fixes, are prioritized in order to provide efficient and verified results for future releases. Work with the application and technical architecture teams to plan one or more of the following: component, assembly, product, performance, user acceptance, and technical architecture tests. Perform test plan development and test execution to ensure that testing is on time and within budget. Perform manual and automated testing across all test phases. Follow the testing standards, guidelines, and testing methodology as specified in the testing approach. Participate in quality management reviews as outlined in the Quality Management practice to ensure adherence to all quality management plans and standards. Exposure to integration testing using View Models /API's

The Benefit Company / Benefitfirst (Columbia, South Carolina)

April 2016 – June 2021

Principal Analyst

For the IT department, I worked as the lead analyst, providing business and technology solutions to the clients and internal departments of Benefitfirst. My responsibilities included day-to-day operations and production data monitoring, including the validation and processing of client data imported into the Benefitfirst database. I also served as the principal analyst for new client onboarding, including initial interaction and client data gathering for the web development group and the electronic data interchange group in the IT department. I scrutinized new data files prior to development and work with clients to create consistency to streamline importation through automation. I am recognized as an integral part of the relationship building with new clients and ongoing maintenance with existing clients. I currently also operate as the Lead Analyst for our 1094 transmission to the IRS, as well as new client implementation for our ChoiceEnroll Package for Small Business Connectivity with Blue Cross Blue Shield of South Carolina. Finally, my responsibilities also include Lead Analyst and Support for our PAI partnership for the EssentialClient and EssentialEnroll clients, using Microsoft SSMS (SQL) (ver. 18.1) to create reports and updating multiple databases along multiple software platforms, by request.

Quality Software Services, Inc. (Columbia, South Carolina)

May 2010 – March 2016

Business Analyst / Test Engineer

Using change request requirements developed by the Centers for Medicare and Medicaid (CMS), and using the Waterfall Methodology for Project Management, necessary system changes are created using business requirements. Working with the FISS developers at HP, I would create testing scenarios for the system changes in the test/production environment. As soon as the system update was released to the testing environment, I would use the test cases created from the business requirements to verify success, and would work with the developers to resolve any problems or anomalies found.

My responsibilities include knowledge of HP Quality Center, including test case creation, documentation and reporting, as well as the FISS production and testing system, a COBOL mainframe system; Use of Microsoft Office applications (Word, Outlook, Excel, Access, Project, and Visio) to document, follow and maintain project management; use of Microsoft SharePoint for project documentation and storage, as well as calendar application for maintenance and coordination; PCAce Pro 32 and telnet applications, FileZilla for access to GPNet. Secondary responsibilities include technical writing, and training documentation, as well as Quality Center reporting and analyzation of reports for distribution, as well as time/payroll documenting using the DelTek time auditing application.

Palmetto GBA (Columbia, South Carolina)

December 2009 – May 2010

Business Analyst

Using change request requirements developed by the Centers for Medicare and Medicaid (CMS), and using the Waterfall Methodology for Project Management, necessary system changes are created using business requirements. Working with the VMS developers, I would create testing scenarios for the system changes in the test/production environment, using the mainframe system developed for Medicare in COBOL. As soon as the system update was released to the testing environment, I would use the test cases created from the business requirements to verify success, and would work with the developers to resolve any problems or anomalies found. My responsibilities also included knowledge and usage of HP Quality Center, including test case creation, documentation and reporting, as well as the VMS production and testing system. Use of Microsoft Office applications (Word, Outlook, Excel, Access, Project, and Visio) to document, follow and maintain project management; use of Microsoft SharePoint for project documentation and storage, as well as calendar application for maintenance and coordination; PCAce Pro 32 and telnet applications, FileZilla for access to GPNet.

Secondary responsibilities include technical writing, and training documentation, as well as Quality Center reporting and analyzation of reports for distribution, as well as time/payroll documenting using the DelTek time auditing application.

General Information Services, Inc. (Chapin, South Carolina)

June 2007 – January 2009

Manager, Operations / Special Projects

I operated as lead liaison for operations between the client and the IT department. I was responsible for gathering client requirements for development and change requests and delivering them to operations and IT developers. Using the Waterfall Methodology for Project Management I would create a project plan and follow from inception through User Acceptance Testing and release. Used critical thinking to respond to issues and requirements to make decisions that progressed the project to completion. Using MS Project, I would develop time lines, keep track of departmental and individual job responsibilities, and create tasks to report back to corporate operations and management as well as updates to the client. I performed testing of new products, similar to client use to verify proper implementation, as well as creating documentation and training manuals using MS Word. Along with creation of documentation, I was also responsible for managing the created documentation. I created and maintained workflow diagrams using MS Visio to show departmental and individual responsibilities, specific to individual projects, as well as corporate management structure; use of Microsoft SharePoint for project documentation and storage, as well as calendar application for maintenance and coordination. I created and maintained staffing reports for all operational departments showing individual productivity and workload, as well as

(cont.) provided forecasting model of future workload published using MS Excel and delivered to operational management, as well as corporate executives. I assisted marketing and sales departments by creating presentations using MS PowerPoint.

Palmetto GBA (Columbia, South Carolina)

May 2007 – June 2007

EDI Operations / EDI Communication Technician Level II

Respond quickly to customers using the AT&T Global Network and ACE Pro 32 software to prepare and submit claims electronically to Medicare. Assist users in enrollment process for set-up of using above mentioned software, as well as administration of the enrollment process. Administer password resets as requested, as well as troubleshoot networking/connectivity issues for customers submitting claims to Medicare electronically.

September 2005 – May 2007

Desktop Support Analyst II

My primary responsibility was responding software problems and password resets reported to the TSC/Help Desk, specific to the CMS1800 contract (Division 10). For requests not associated with password resets, both remote troubleshooting, as well as on site troubleshooting was required related to the Next Generation Desktop. When requested by managers under division 10, I also worked to resolve problems associated, but not limited to Windows 2000/XP Operating Systems, Microsoft Office applications, and hardware issues including connectivity, and printers, and other peripherals. For required software upgrades for the CMS1800 Call Center Agents, I would assist management in data collection, including hardware requirements per desktop, and analyze the requirements to report to management on any changes that would be required, and track project time lines and responsibilities using MS Project. Use of MS Visio for documentation of organizational structure, as well as desk assigned location for Division 10/CMS1800 Call Center, mostly for ticket responsibility assignment. I was also responsible for assisting the IVR Unit in monitoring systems, troubleshooting, and maintenance. I am also experienced with telephony maintenance, both hardware and software, and reporting using Symposium and Crystal Reports.

Other software/hardware experience includes Genesys Softphone Application (including Configuration Manager, CCPulse + (7.0), and HiPath ProCenter Observer and HiPath ProCenter Composer (used to maintain phone applications for local switch for call centers).

July 2002 – September 2005

Customer Support Analyst II

Respond quickly to phone inquiries, written correspondence, and e-mail correspondence involving Medicare billing for Medicare Part B Providers for the state of South Carolina; including Medicare Secondary Payer, Part B Overpayments, Enrollment, and technical issues involving claims issues. Liaison to Medicare Secondary Payer Department (May 2003 - September 2005) My secondary responsibilities included assisting management in development and deployment of ISO 9000 / training documentation. I was key in the development and research of Palmetto GBA website for provider community. I was also key in the development and release of the Medicare Part B Provider Services for S.C. Desktop Communication Tool. I used MS Visio to create work flow charts of current service center procedures, so as to develop continuity and assist in the development of a Disaster Recovery Plan. Used MS Project to assist in the action plan for a Disaster Recovery Plan, to be followed in case of an emergency.

NCR, Corp.

(Norcross, Georgia / West Columbia, South Carolina)

July 2000 – July 2002

Call Center Agent 3 / Technical Support Specialist / Floor Supervisor

Respond quickly to phone inquires involving hardware/software support of technical problems that occur for all accounts. Support of retail / point of sale software. Support of desktop / register / scales / scanner and other retail / point of sale hardware; includes networking support of software and hardware. My secondary responsibilities involved the development and deployment of technical documentation for all account with hardware/software support / training documentation. MS Word / Lotus notes used for deployment of all documentation.