

Robert Smith

Engineering Support Specialist

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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PERSONAL STATEMENT

Experienced Quality Assurance Lead committed to maintaining cutting edge technical skills and up-to-date industry knowledge. Responsible for the quality department with comprehensive experience scheduling initiatives and releases. Extensive experience leading, mentoring, and managing QA teams.

SKILLS

MS Project, Crystal Reports, SpecsIntact, MasterSpec, Data Management, Customer Service, Project Management, Reporting.

WORK EXPERIENCE

Engineering Support Specialist

ABC Corporation - November 2005 - April 2008

Responsibilities:

- Directed the team engaged in software development, validation testing, customer support, and logistics.
- Wrote and executed system integration tests and defined entry and exit criteria, test schedules, and plans.
- Minimized defect treatment time by researching the root cause and providing logs, reproduction steps, and pertinent details with the defect write up.
- Supported customers and integrated various third-party applications with company technology.
- Attended sales meetings and trade shows for sales personnel for customer demonstrations and technical support.
- Managed company system verification efforts, coordinated with Contract Manufacturer regarding field failures, and performed new product prototype bring-up.
- Delivered C# based software applications to production.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Engineering Support Specialist

Delta Corporation - 2002 - 2005

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- Delivered C# based software applications to production.

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Practical Theology - (Southeastern University - Lakeland, FL)