ROBERT SMITH

Tester-Fresher

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Technically-adept Tester with advanced knowledge of MS Office Suite and experience creating Excel databases and PowerPoint presentations for top executives.

CORE COMPETENCIES

Microsoft Office, SNMP, CIM, DMI, DevOps, Agile, Scrum.

PROFESSIONAL EXPERIENCE

Tester-Fresher

ABC Corporation - May 1998 – October 1998

Key Deliverables:

- Tested the configured platforms on Win95, Win98, and NT in different languages for hardware and software compatibility.
- Six different platforms in the Commercial Desktop Division were thoroughly tested for error-free shipment to business clients all over the world.
- Configure to Order systems were checked from ROM BIOs up to remote management of the systems including but not limited to the performance of multimedia.
- Regression testing was performed to ensure the resolution of problems through a proper and scientific method.
- Chairing meetings for testers and developers ensuring quality problem investigation and resolution.
- Working with project managers laying out test plans and implementation of proper strategy for various projects.
- Creating a regression suite using fitness involved in the execution of functional and regression testing.

Tester

ABC Corporation - 1997 – 1998

Key Deliverables:

- New York, Pennsylvania, North Carolina, and South Carolina.
- Would review the ticket, test the line and resolve the problem if possible and sent the report to the local repair center if a technician was needed to be dispatched to the customers location.
- Would contact the customer via telephone, cell phone or email to keep the customer updated as to when and how the trouble would be cleared.
- It was important to make sure the customer was satisfied if at all possible.
- As a tester, I tried to stop any escalations.
- It is important to me that I handle my customers so that they understand that we cared for them and we wanted them to be happy with our service and satisfied with our products and services.

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- As Alltel was going through a major change resulting in a merger with another telephone company I was offered a chance to work for AT&T on Project Lightspeed and then the U-Verse Project.

EDUCATION

- Diploma

2259 Oak Street, Old Forge, New York, 13420

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