

**Jennifer Williams** ♦ 1234 56<sup>th</sup> Ave. SW ♦ Phone: (555) 555-5555  
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### **CAREER SUMMARY**

Conducted software testing of mission-critical applications, employing quality assurance testing processes to ensure seamless, uninterrupted operations in a complex, enterprise information services environment.

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### **SOFTWARE & HARDWARE COMPETENCIES**

**Software:** Crystal Reports ♦ HTML ♦ Visual Basic ♦ Norton Utilities

**Platforms:** Microsoft Windows 98 ♦ Windows 2000 ♦ Microsoft XP

**Networking:** TCP/IP ♦ Novell ♦ IPX/SBX ♦ Ethernet ♦ RRAS ♦ VPN

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### **TECHNICAL SKILLS & ABILITIES**

- Coordinated software testing - employing standard testing processes and techniques - of information technology (IT) development and enhancement projects.
- Wrote test scripts, test cases, and test plans for application and data integrity testing of mission-critical applications to ensure operation per functional specifications.
- Worked collaboratively with IT Units, management, business groups, and cross-functional teams to ensure timely testing and migration of applications from test to production environments.
- Developed management reports that captured key operational metrics serving as decision-support tools.

## Jennifer Williams

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- Performed consulting, installation, testing, maintenance, and technical support for applications, hardware and software products, and relational database management systems.
  - Performed root cause analysis and incident resolution using diagnostic and incident tracking tools.
  - Consulted and effectively communicated with help desk and network teams to resolve complex problems with users' desktops and networking issues.
  - Acted as the primary point-of-contact in diagnosing, resolving and/or escalating problems for company applications, Windows operating systems, MS Office suite, and other PC-based applications.
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### CAREER HIGHLIGHTS

#### **Information Technology Specialist**

ABC Company ♦ Madison, WI ♦ 2004 to Present

#### **Information Technology Technician**

XYZ Company ♦ Madison, WI ♦ 2000 to 2004

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### EDUCATION HIGHLIGHTS

#### **ABC College** ♦ Madison, WI ♦ 1999 to Present

- Crystal Reports 11
- Visual Basic
- Front Page
- HTML

#### **XYZ University** ♦ Madison, WI ♦ 1988 to 1984

BA in Business Administration