



# Shelly Falconer

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## Summary

Well-rounded in technology with over 7 years' experience in software testing, 8 years help desk experience and 2 years front-end web development experience. Knowledgeable in Windows, iOS, and Android platforms.

Analytical, detail-oriented, and highly motivated self-starter.

## Experience

### **Software QA Automation**

Kodak Alaris

Oct 2021 - Present

- Examine requirements/enhancements looking for QA gaps and analyzing risks
- Identify, diagnose, and report software defects and issues in Jira
- Execute Python + Selenium smoke tests
- Execute reliability and regression automated tests
- Write/build/maintain automation scripts with Autolt and MS UIA framework
- Testing early and often in an Agile environment
- Update test status Excel reports to keep shareholders up to date

### **Software Quality Assurance Analyst**

Global Payments Inc.

Jun 2014 - Oct 2020 (6 years 5 months)

- Worked closely with Developers, Product Managers, Scrum Masters
- Analyzed requirements for new features and defects
- Worked in an Agile environment writing test plans and test cases in VSTS
- Bug reporting/tracking of defects in Test Manager and later Axosoft
- Black box, UI, Functional, Integration, Regression and Defect Tests
- Installed/maintained SQL Servers and wrote SQL queries verifying front-end numbers
- Created/maintained Oracle VirtualBox Virtual Machine testing environments

### **Information Technology Consultant**

Heartland School Solutions - A Global Payments Company

Feb 2012 - Jun 2014 (2 years 5 months)

- Provided on-site team leadership during system implementation of POS software
- Provided comprehensive training on POS and MSB software to directors, managers, and staff
- Analyzed and resolved issues over the telephone while utilizing Cisco WebEx

### **Technical Support Specialist**

MVP

Mar 2010 - Feb 2012 (2 years)

- Delivered first level technical support via telephone and Remote Desktop
- Created/managed accounts including new user setups in Active Directory
- Managed loaner inventory of laptops, Wi-Fi cards and projectors



## Help Desk Technician

Woods Oviatt Gilman LLP

Apr 2005 - May 2009 (4 years 2 months)

- Managed the training program for the MS Office Suite and new software rollouts
- Provided front line technical support and troubleshoot issues
- Documented processes for improvement
- New user setups in Active Directory, formatted/setup computers for reuse

## Bell Administrative Assistant

Bell

Jul 2004 - Apr 2005 (10 months)

- Provided clerical support with excellent customer service
- On-site Microsoft Office Suite support for administrative staff
- Scheduled meetings, booked travel and ordered supplies as needed
- Produced large-scale construction bid proposals in Adobe



## Administrative Assistant

Agilent Technologies

Jun 2000 - Apr 2004 (3 years 11 months)

- The go-to person for anything clerical, scheduling, and ordering for our department
- Coordinated/scheduled panel interviews
- Booked travel arrangements for potential new hires
- Successfully managed several assignments at once on a regular basis by prioritizing tasks



## Web Project Manager

Santa Rosa Junior College

Aug 2003 - Dec 2003 (5 months)

- Lead overall project planning and execution to stay within timeline
- Acted as communication liaison for the customer
- Maintained a project website to post announcements and milestones
- Tested for browser compatibility and Section 508 compliance

## Education



### Santa Rosa Junior College

Associate, Liberal Arts and Science

## Certifications



**HTML Developer Certificate** - Santa Rosa Junior College



**XML Developer Certificate** - Santa Rosa Junior College

## Skills

STLC • SDLC • HTML5 • CSS3 • JavaScript • Eclipse • SQL • Selenium • AutoIt • MS UI Automation