# SUMMARY OF QUALIFICATIONS

* Literate in Confluence, Jira, Trello, Tableau, SQL, Visio, Test Rail, Selenium, Postman, GIT, NetSuite, MS Certified in Word, Excel, PowerPoint and Access.
* Product owner scrum agile environment
* Business Analyst scrum agile environment
* Proven ability to quickly and efficiently learn business domains, technical processes, design techniques and software applications.
* Solid organizational skills with the ability to make critical decisions.
* Strong leadership, attention to detail, outstanding communication skills, team player, scheduling, training, documentation with dutiful respect for compliance.
* 10+ years experience in the trucking industry including fuel tax, TMS and fuel management software.

# PROFESSIONAL EXPERIENCE

**QuikQ**, **LLC** Nashville, TN (7/2014-5/2019)

Product Owner/Business Analyst

* Dissect high level information into details understood by relevant audiences.
* Work directly with end users to analyze workflow and identify challenges.
* Prioritize backlog for current sprint and maintaining for future sprint consideration.
* Create user stories for new functionality and enhancements.
* Schedule agile planning, review, demo and retrospect meetings.
* Drive and own acceptance testing, prioritizing for current integration assuring no gaps exist in UAT automated and beta testing.
* Transparent communication with all stakeholders for product development, documenting and training for enhancements and new functionality.
* Created training programs for the new QA team and future employees.
* Updated help within software syncing with new functionality and enhancements.
* Wrote new customer documentation and revised outdated user guides.
* Created database reports for Salesforce initial setup.
* Trained new third-party customer service provider, SME for all teams.
* Scrum Master for other teams meetings.
* Wrote technical and user documentation for mobile application.
* Created data dictionary for API development.
* Validated database input and changes.

**Asurion** Antioch, TN (2/2014-7/2014)

PSS Technical Coach

* Answered incoming calls from customers.
* Updated and verify accounts.
* Used tools provided to troubleshoot common issues.
* Researched and resolved uncommon issues.
* Wrote new solutions for the knowledge base for use by all CSRs.
* Assured the customer is well taken care of.
* Suggested options to better the customers experience with their device and assure maximum optimization the device features.

**OHL** Brentwood, TN (4/2013-8/2013)

Billing Specialist

* Audited and prepared customer invoices.
* Ensured full compliance with contract requirements and tight deadlines.
* Authored professional correspondence to customers and vendors.
* Conducted small-group sessions on Excel techniques, and reporting.
* Communicated contract errors to CSR's.
* Facilitated understanding of rating
* Created SOP's for assigned group of customers.
* Assured all team members were cross-trained for continuity of account coverage.
* Streamlined audit procedures cutting down audit times on some accounts by creating new processes to pull reports.
* Discovered existing issues with template formulas, correcting those issues and issued new billing and credit requests informing affected account managers.

**Fastrans** (Sold to Covenant) Waverly, TN(8/2010-11/2011)

AR/Billing Department

* Prepared daily deposits from receivables.
* Posted payments to correct invoice/customer.
* Provided assistance to customers needing additional information to complete payments.
* Processed fuel for payment and chargebacks.
* Prepared fuel tax for quarterly IFTA reports.
* Worked with operations, order entry, dispatch, driver check calls using Qualcomm and Peoplenet.
* EDI verification and manual entry for Nissan and Nestle until EDI mapping completed.

**TMW Systems** Brentwood, TN(6/2007-8/2010)

Customer Support Analyst

* Quality customer support for Innovative Software issues.
* Quickly learned modules: Flex Fuel, Fuel Tax, Mobile Communications, Operations, Mileage, Driver Logs, HOS, Detention, Risk Management, AR/AP, Computerized Rating, Payroll, and Settlement.
* Trained new customers on the use of Fuel Tax, Flex Fuel, Power/Trailer Detention Modules following up with additional training if needed.
* After hours on-call, escalating to proper developer if the issue was not user related.
* Researched and documented issues to be escalated providing customer with temporary work arounds.
* Took ownership of cases through completion.
* Kept abreast of industry changes to assure the customer had the best and most accurate information available.
* Wrote queries for reports the customer could not generate through the software for special request.

**EDUCATION**

Columbia State Community College 2012