



Alma C. Santiago

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www.almasantiagoportfolio.weebly.com

Network Analyst/ Administrator, Help Desk Support/Analyst, Administrative, Quality Assurance, Project Manager Asst., Office Manager, Software Design/Development, Data Support Analyst - IT Industry

Looking for a fast paced, service focused, challenging and highly accountable environment that requires strong relationship building, presentation, organization, equipment accountability and installation in the IT industry.

EDUCATION/CREDENTIALS

Masters in Information Systems Management

Concentration in Project Management
Keller University, Alpharetta, GA
March 2014- February 2015

B.S in Computer Information Systems

Concentration in Computer Forensics
DeVry University, Alpharetta, GA
3.95/4.0 GPA,
January 2012- February 2014

A.S in Individual Studies

Jefferson Community College, NY
May, 2011

Relevant Courses:

Object-Oriented Programming
Web Interface Design
Structured Analysis & Design
Object-Oriented Analysis and Design
Web Application Development
Business Application Programming
Project Management

AREAS OF STRENGTH

- Public Speaking & Training
- Organizing, Planning, & Implementing
- Leading and Directing Others
- Researching and Documentation
- Customer Service

RELATED SKILLS

- Bilingual- Fluent in Spanish and English
- Microsoft Office Suite / Macintosh
- Web Application Testing
- Jira/Confluence- Atlassian Software System
- C#, C++, and Java Programming
- SDLC /Agile Methodology
- IntelliJ / Selenium / Test Automation

WORK EXPERIENCE

Pamlab Development, Norcross, GA

Software Quality Assurance Analyst **May 2015 – Present**

- Tested features and functionality of application and wrote manual tests
- Performed manual application testing and recorded test results
- Wrote and maintained test automation scripts; and tracked and reported quality assurance metrics.
- Troubleshoot and triaged issues by documenting, tracking and escalating issues as appropriate

Pamlab Development, Norcross, GA

Quality Assurance Analyst Intern **Sep 2013 – Feb 2014**

- Executed test iterations, tracked and reported results and troubleshoot issues for the web application.
- Wrote and maintained over 50 manual test cases

Keller Graduate School of Management, Alpharetta, GA

Full-time Student **Mar 2014 – Feb 2015**

Department of Juvenile Justice, College Park, GA

Juvenile Correction Officer I **May 2013 – July 2013**

- Provided a safe, secure and clean environment for the rehabilitation and custody of youth without endangering private citizens, other residents, staff or property.

DeVry University, Alpharetta, GA

Full-time Student **Jan 2012 - Feb 2014**

United States Army, Fort Drum, NY

Signal Support Systems Specialist **Jun 2005 – Dec 2011**

- Successfully conducted over 12 classes of 720 personnel on installation, operation, maintenance and troubleshooting procedures on signal equipment.
- Directed various teams of computer system specialists and computer programmers
- Selected over qualified peers to perform duties as Supervisor to instruct, supervise and evaluate the performance of 25 personnel in two different occasions
- Able to follow detailed procedures and instructions to standard and the ability to communicate and write clear instructions.
- Prepared organization charts, wrote official correspondence and maintained reports

HONORS

- Government Secret Security Clearance
- The National Society of Leadership and Success
- Dean's List Recipient
- Exceeded Course Standards in Basic Management Course, NY
- Awarded US Army Good Conduct Medal and Army Achievement Medal