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| **Deanna Hardin**QA Analyst

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| **Address**Chicago,, Illinois 46307**E-mail**HardinDeanna049@gmail.com |  |

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Methodical with a passion for ensuring product quality & user satisfaction. Experienced in data operations & product support, with a proven ability to adapt quickly to new technologies & environments. Excited to utilize strong analytical skills, attention to detail, along with knowledge of testing methodologies in a Quality Assurance Analyst role.

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|  | **Experience** |

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| 2018-12 - 2023-11 | **Field Data Accuracy Analyst** Adecco W/ Cognizant * Validated results after assessing data accuracy.
* Performed system analysis, documentation, testing, implementation, & user support for platform.
* Enhanced data quality to promote better functionality for client.
* Recommended process improvements to identify, analyze, & fix challenges.
* Saved the company over $300k by identifying, analyzing & troubleshooting geographic data equipment, through teamwork & attention to detail.
* Created project plans, timelines & budgets.
* Frequently inspected functionality of special mapping equipment to verify proper equipment operation.
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| 2017-01 - 2018-11 | **Geographic Data Validator** Aceolution Inc * Collected & analyzed data findings for over 70% of the county to prepare reports for management.
* Evaluated operational practices & identified improvement opportunities to develop revisions for practiced procedures.
* Set priorities & problem-solved workflow issues to maintain rapport with client & managers.
* Tracked records, filed documents & maintained communication between clients to manage office activities.
* Oversaw appointment scheduling & itinerary coordination for both clients & personnel.
* Tracked records, filed documents and maintained communication between clients to manage office activities.
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| 2013-01 - 2017-01 | **Product Support Specialist** Enova Financial * Identified & escalated issues to internal personnel along with clear outline of problems with finance product
* Troubleshot & tested client-reported product defects & liaised with quality assurance for deployment of fixes.
* Executed product solution demonstrations with over 40 external users daily, during new releases & troubleshooting calls/chats.
* Captured client feedback & recommended & advocated for product enhancements based on personal expertise and evaluation of customer needs.
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|  | **Soft Skills** |

Verbal Communication

Written Communication

Problem solving

Multi tasking

Adaptability

Teamwork

Conflict management

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|  | **Education** |

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|  | **Business administration** Harold Washington College - Chicago, IL |

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|  | MasterClass Software Testing + Jira + Agile Course  |

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|  | **Interests** |

Python

Selenium

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|  | **Skills** |

Organization & Time Management

Data Analysis & Reporting

Software Development Knowledge

Problem Solving & Analytical Skills

Documentation skills

Test Planning

Cross Functional Collaboration