Ina Witherspoon

Mobile: (910) 501-6725 | **Email:** ina.witherspoon@gmail.com | Laurinburg, North Carolina

PROFILE SUMMARY

Highly dedicated and solutions-driven QA Analyst with 3yr + experience and 10yr + experience in Customer Service, across e-commerce, travel hospitality and healthcare industries as well as freelance software testing for various testing platforms. Proficient in the SDLC processes and QA methodologies. Capable and adept in designing & executing detailed, well written and well-structured test cases according to the business requirements. Possessing what it takes to achieve record-high customer satisfaction rankings, improvements to the bottom line and has pruned strategic-relationship and partnership-building skills—solving problems with tact and diplomacy to achieve win-win outcomes. Commended for initiative, enthusiasm, tenacity, intense customer focus and dependability in performance evaluations.

CORE COMPETENCIES

• Customer Service Management	• Analytical & Critical Thinker	• Adaptability
• Effective Communication/Listener	• Applied Problem Solving	• Team Building
• Leadership skills	• Attention To Detail	• Excellent Organizational Skills

SKILL HIGHLIGHTS

Interpersonal Skills: *Highly innovative, resourceful, and proactive self-starter. Extremely effective networking techniques and outstanding interpersonal skills. Solid expertise and understanding in customer facing support, QA Analyst, and business development processes. Capable of working in a team or individually.*

Technical Skills: *MS Word Suite, Outlook, Slack, Salesforce, Agile Methodology, JIRA, Katalon Studio, Negative and Positive testing, API Testing, Mobile Testing, Database validation, Regression testing, Functionality Testing, Acceptance Testing, Smoke Testing, Defect and bug tracking logging & reporting, Postman, Rainforest QA, Windows server, Linux (basic), SQL, Python (basic), CLI basics and Git.*

PROFESSIONAL WORK EXPERIENCE

Pearson Education | Lead Nurture Specialist / Customer Support **Sept. 2023 – current**

- Assisted with UAT & QA testing to ensure the new system had few to no bugs, ensured it met the clients requirements and provided a good end user experience.
- Utilize a strong sales approach to handle inbound and outbound calls professionally, accurately, consistently, and efficiently.
- Handle chat inquiries from prospective families as well as inbound and outbound calls in a phone queue setting, assisting families with program inquiries and registration.
- Use a consultative approach to build rapport with prospective families while registering them into our education management system.
- Create and maintain accurate prospect and customer records in Salesforce and Education Management System.
- Maintain a high-level knowledge of all program processes and qualifications.

SpectraForce Technologies | Customer Support **Aug. 2022 – Sept. 2023**

- Managed end to end process for BCBS application cycle and handled rejected applications by making outbound calls to client/agent to clarify data in the system.
- Handled heavy inbound calls and provided exceptional customer support to our Medicare members and handled any changes to their insurance plans.
- Contributed to daily stand-up meetings regarding policies, instructions and procedures related to Medicare Insurance eligibility and enrollment market performance and analyzed SOP's to execute business requirements adhering to compliance laws.

- Enrolled members into global Medicare system using specific codes, maintained membership records, including terminations, changes for new and renewal groups and member additions.
- Processed ancillary enrollments and reports, handled priority requests and the point of contact for company field staff and members and log interaction outcome in contact management system.

Diversociete LLC| QA Analyst **Sept. 2022 – Mar. 2023**
- Designed and executed test cases based on business requirements. Successfully completed 100+ black-box, smoke, Web API, UI, manual and mobile tests, resulting in the identification of several bugs which were logged in our bug tracking software JIRA Zephyr Scale.
- Planned and collaborated with the scrum team to improve and meet sprint deadlines by participating in sprint planning meetings, daily scrum meetings and sprint retrospectives.
- Improved QA processes and quality by 25% by analyzing business requirements, user stories and implementing improvements in test cases and defect management processes across the software development life cycle.
- Maintained RTM by mapping test cases to various traceable components per the established project standards.

Biologics by Mckesson | Medical Support Analyst/Data Entry **Jan. 2022 – Jun. 2022**
- Handled heavy inbound calls from customers inquiring about prescription savings cards. Input data into governmental database to fulfil members request and followed strict HIPPA protocols.
- Performed heavy data entry, keying accurate data into database.
- Recommended, implemented, and monitored preventative and corrective actions to ensure that quality assurance standards were achieved.
- Evaluated medical data as well as gathered, organized, and maintained patient information.

Intelenet Global | Travel QA Analyst/ Service Excellence Supervisor **Dec. 2018 – Jun. 2021**
- Conducted end-to-end testing of the system functionality, with over 100 end-to-end tests written and verified, to ensure all business requirements were met.
- Attended daily stand-up, sprint planning and sprint retrospective meetings to improve QA testing processes, which resulted in a 30% reduction in bugs identified during post deployment testing.
- Identified and reported bugs/defects within the travel website and logged reported defects into database Zephyr Scale, increasing the defect resolution rate by 30%.
- Promoted from Customer Support to QA Analyst to Service Excellence Desk and handled escalated cases. Served as the liaison to our Airline and Hotel partners to resolve escalated cases in a timely manner.
- Performed heavy data entry into database and assisted with customer service duties to ensure customer loyalty and retention.

EDUCATION
- **Associates of Arts in Elementary Education (Cumulative GPA: 3.5)** | University of Phoenix, Phoenix, AZ – **Jul. 2012**
- **AWS Certified Jr. Cloud Practitioner** | Generation USA (remote) **– Jan 2023**