

Rachelle Sammon

rachellesammon@gmail.com | 5129136383 | Round Rock , TX 78681

Summary

Adept at driving quality improvements and data analysis within a SaaS environment, I excelled at Gartner by implementing effective corrective actions and enhancing productivity through process mapping and critical thinking. My expertise in quality control and ethical conduct has consistently led to significant advancements in software and data accuracy, showcasing a commitment to excellence and team development.

Skills

- ISO standards
- Process Mapping
- Documentation Management
- Training and Development
- Critical thinking
- Quality Control Analysis
- Ethical standards of conduct
- Policy and procedure implementation

Experience

Quality Assurance Coordinator - Gartner (Austin - Hybrid/Remote, TX)

January 2021 - Current

- Perform follow-up evaluations to determine the efficacy of previously implemented corrective measures, recommending subsequent actions based on findings.
- Review the call team's performance by listening to calls and communication with potential buyers.
- Ensure software needs are met through software specification analysis on prospect leads.
- Recommend improvements to systems and procedures for increased productivity.
- Implement internal auditing practices to create standards and statutory obligation compliance reports.
- Report and update the internal wiki for enhanced accuracy.
- Escalate data findings to the appropriate teams for further review.
- Collaborate with other team members to perform internal QA audits, and escalate any issues.
- Maintain policy, procedures, guidelines, and projects for quality, and continuous improvement agendas within a SaaS.
- Trained and led staff on proper QA standards.
- Create training material to facilitate pre-existing guides.

Data Analyst - Indeed.com (Austin - Remote, TX)

March 2020 - December 2020

- Collected, tracked and reviewed data to evaluate business and

market trends.

- Assisted with efforts to track, evaluate and report on impact of programs using multiple data sources.
- Generated reports and obtained data to develop analytics on key performance and operational metrics.
- Worked with internal teams to understand business needs and changing strategies.

Data Analyst - Maps POI - Apple (Austin, Texas)

August 2017 - September 2018

- Used diverse databases and mapping software to give personnel accurate details.
- Worked under direction of professionals to provide significant support for web site management and graphic materials to be used for online content.
- Examined and compiled data from ground surveys, aerial photographs, and satellite images to prepare thematic maps.
- Revised existing maps and charts, making corrections, adjustments and updates.

Education and Training

Software Quality Assurance Certification in Quality Engineering

University of California, San Diego, La Jolla, CA

Bachelor of Science in Information Technology Management

American Public University System, Charles Town, WV

Activities and Honors

- Hiking
- Fitness
- Cooking
- Creating artful pieces
- Mystery novels
- Linguistics

Accomplishments

- Dean's Honor List – American Public University, Charles Town, WV
- Quality Performance Award – Apex Systems, Inc., Austin, TX 08/2018
- Award Certification for Outstanding Performance – QAC of the Quarter – Gartner, Austin, TX, 12/2022
- Award Certification for Outstanding Performance – QAC of the Quarter – Gartner, Austin, TX, 04/2023

Certifications

- Certification Program CPT/Transformation Coaching ISSA, Phoenix, AZ

Languages

English:

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Native/ Bilingual

Arabic:

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Native/ Bilingual

French:

Elementary

Websites, Portfolios,
Profiles

- the8switch.com