

Tiffanie Whitfield

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PROFESSIONAL SUMMARY

Versatile and results-driven certified educator and manual software tester with a strong foundation in team collaboration, problem-solving, and customer service. Bringing over three years of experience in various testing methods, including UI test case development, cross-browser compatibility, accessibility, and performance testing to ensure high-quality user experiences. Highly motivated to transition into Information Technology, leveraging critical thinking, technical acumen and a commitment to continuous learning. Proven ability to identify bug defects, streamline testing processes, and contribute to business outcomes that enhance operations and user satisfaction.

SKILLS AND TECHNOLOGIES

- **Technical Support & Troubleshooting:** Foundational troubleshooting experience; basic SQL knowledge and SQL Scripting; proficient in Windows platform.
- **Customer Service & Communication:** Skilled in client interaction, crisis de-escalation, responsive support, and solution-focused issue resolution.
- **CRM and Ticketing System Management:** Familiarity with categorizing, updating, and resolving tickets using several free help desk software and various testing software applications (Zendesk, Spiceworks, Hubspot, Jira, Zephyr Scale and Confluence).
- **Organizational Skills:** Prioritization, task tracking, time management, and meticulous documentation.
- **Communication & Collaboration:** Team-focused, proactive communicator, and dedicated to collaboration.
- **Project Management Support:** Agile methodologies (familiar with SAFe practices); Scrum Framework, Manual Testing, Functional Testing, User Acceptance Testing, and some Technical Design Documentation.

EDUCATION

Master of Science: Criminology and Restorative Justice

Florida Atlantic University, 2011

Bachelor of Arts: Criminal Justice

Florida Atlantic University, 2007

CERTIFICATIONS

Microsoft IT Specialist (in progress)

Google Cybersecurity Professional Certification

CompTIA Security + and ISC2: Certified in Cybersecurity

Scrum Alliance: Certified ScrumMaster® (CSM®) and Certified Scrum Product Owner® (CSPO®)

PROFESSIONAL EXPERIENCE

Company: Cornerstone

November, 2024 - Present

Title: Housing Specialist - Homeless Prevention Project

- Provide intensive case management support to clients at-risk for homelessness and manage all data, functions and information in the HousingPro database and adhere to guidelines for disclosure and access

Company: Confidential

August, 2024 - Present

Title: Search Engine Evaluator (Remote)

- Analyze a variety of web search engines and provide comparative analysis feedback.
- Measure how relevant and useful web pages are in relation to queries that are provided.
- Determine the relevance, quality, and usefulness of search engine results.
- Use qualitative data to provide recommendations on optimizing search engine results.

- Serve as an Quality Rater Expert on digital search trends evaluation projects, including web search, video evaluation, maps, local, and automation projects.

Company: Burleson ISD

June, 2020 - May, 2024

Title: Family and Community Engagement Specialist, Certified CPI & Positive Behavior Interventionist Liaison

- Assessed and resolved student, family, and campus issues on a daily basis, achieving a 95% resolution rate on initial contact, follow up, and built rapport within the district by understanding and addressing unique challenges.
- Partnered with team members to analyze student data, develop individualized educational plans, and behavior support plans with positive behavior strategies, reducing the need for behavior assessments by 5%.
- Documented and monitored student data and progress notes, contributing to approximately a 10% spike in accurate case management documentation directly connected to Medicaid funding for each special need student.
- Conducted manual testing for various edTech software programs to guarantee functionality, reliability, and compliance with FERPA regulations.
- Voluntarily identified and documented over 10 defects in Medicaid billing software, mitigating potential revenue loss and ensuring accurate claims processing for special needs students.
- Collaborated with staff and other team members to identify and rectify defects with entering Medicaid billing data, student demographics, and other student data.
- Facilitated technology onboarding for both parents and educators, ensuring smooth adoption and integration of new instructional technology systems to ensure uninterrupted functionality, resolving issues promptly to minimize disruptions in student documentation and data collection.

Company: Azle ISD

June, 2019 - June, 2020

Title: Behavior Intervention Specialist & Certified Crisis Prevention Instructor (CPI)

- Managed student caseload to provide detailed documentation and metrics pertaining to academic data, attendance patterns, and behavior variances by developing a foundation of information tracking and reporting processes.
- Supported student-centered and solution focused strategies by analyzing behavioral patterns and resolving issues with dignity and care while demonstrating empathy for the student and support for campus staff.

PROFESSIONAL DEVELOPMENT

Company: ServiceNow NextGen Reskill Program

September, 2024 - December, 2024

Title: ServiceNow Administration Fundamentals Extern

- Gained experience configuring applications and modules in the ServiceNow eco-system.
- Created reports, dashboards, and performed database management.
- Capstone Project: Configuration of a Tutoring Application including IT Service Management and Customer Service Management customizations and integrations.

ADDITIONAL SKILLS

Manual Testing • User Acceptance Testing • End to End Testing • Exploratory Testing • Mobile Application Testing • Compatibility Testing • Bugzilla • Postman • Jira • Confluence • Browserstack • ZephyrScale • Jenkins • Cypress • Selenium • TestRail • GitHub • Epic • Rest API • API Testing • Ci/Cd • MySQL • Database Validation • Database Verification • SQL • HTML • CSS • Agile • Scrum • Software Testing Methodologies • SDLC • STLC • Defect Tracking