

Summary

Lisa has over 10 years of experience in Business Analysis, Quality Assurance and Settlement in the financial industry. Business-driven focus on a distributed Web application team, practicing Agile and waterfall methodologies. Over 13 years of business experience coupled with test plan development, automation, analysis and application quality has enabled her to be a well-rounded information technology professional. Lisa has played an essential role in several phases of the software life cycle, including requirements gathering and analysis, solution design, implementation, integration and testing. Lisa has used her technology expertise to automate test cases, formulate test plans and gauge system performance to prioritize and remedy software defects to deliver quality-focused products for the organization.

Education

- ♦ Bellevue University, B.Sc. Business Information Systems
- ♦ Metropolitan Community College, A. A. Sc. Accounting

Skills

Languages	Smalltalk, XML, HTML, SQL
Test Automation	Selenium, IBM Rational Robot, HP Quick Test Professional / Unified Functional Testing
Operating Systems	Unix, Microsoft Windows
IDE Environments	VisualAge Smalltalk Enterprise
Web Servers	Smalltalk HTTP Server, Internet Information Services (IIS)
Office Automation	Microsoft Office, Lotus Smart Suite, Clarity, Service Desk
System Design	Visio, Unified Modeling Language (UML)
Methodologies	Agile (XP, Scrum), Waterfall

Positions Held

Nestlé USA [Tampa, FL]

May 2017 - Present

Trade Asset Service Coordinator

- End-to-end inventory processing and reconciliation throughout the equipment lifecycle using SAP and Salesforce to process all transactions
- Coordinate with Nestlé Professional Beverage (NPB), Field Service Shops, Technicians, Supervisors, Call Center Procurement and other Service Center departments to ensure proper equipment support

Bright Horizons [Wesley Chapel, FL]

September 2016 – May 2017

Child Care Teacher

- Florida Department of Children and Families (DCF) National Early Childhood Credential certified
- Cardiopulmonary Resuscitation (CPR) certified
- Eliciting giggles, hugs and squeals of joy from children as they try new activities planned and feel a sense of accomplishment
- Observing children, brainstorming creative ideas with co-workers and developing curriculum based on the children's interests
- Ensuring parents trust by documenting children's triumphs, keeping children safe and tending to individual basic care needs
- Communicating with parents daily to share their children's latest adventures and achievements through a variety of avenues including mobile apps and personal discussions

Homemaker [Tampa, FL]

July 2013 – August 2016

Homemaker

Re-located to the Tampa Bay area, in July 2013, from Omaha, NE. Focused on family to enable our children to settle into a new area. Volunteered and led several school functions, coordinated baseball activities as a Wesley Chapel Athletic Association (WCAA) volunteer.

First Data Resources [Omaha, NE]

August 1999 – July 2013

Business Analyst [May 2010 – July 2013]

A self-directed team member of an Agile development team, working with key project stakeholders and business people to formulate and communicate the business vision for the project, map requirements and scope the project. Create visual mock-ups for various financial applications to assist business visioning. Create data mapping for financial transaction files. Lead team meetings with stakeholders to ensure all concerns were addressed during the software development lifecycle. Communicate project limitations to the business based on both environmental and technical aspects. Work with QA teams to ensure appropriate test case creation in all aspects of the project life cycle, including user acceptance test (UAT) test cases. Coordinate implementation process throughout the different stages of deployment. Engaged new clients during the onboarding process to instruct and provide training on various system capabilities.

Senior Quality Assurance Analyst [June 2006 – May 2010]

Quality Assurance Analyst [June 2002 – May 2006]

Worked with BA and IT development teams to design, develop, document and deploy settlement applications. Research, provide input to, and validate documentation prior to client publication. Participate in sizing, release and iteration meetings. Pair with client to create a detailed and thorough test plan and overall system requirements. Define and accurately communicate the client's needs and requirements to the team. Develop and execute formal test plans to ensure the delivery of quality software applications. Create test plans, write test cases/scripts, test case automation and test execution. Testing processes to include application, network, system and user acceptance testing. Formal testing knowledge includes an in-depth understanding of the credit card and financial industry.

Settlement Team Lead [May 2001 – June 2002]

Assist in research of exception items and ensure clearances are performed accurately. Provide documentation and assistance to external clients regarding sub-ledger clearances and miscellaneous debits and credits. Maintain supply inventory and records retention for the department. Review and approve general ledger adjustments and manual video batches. Participate in annual audits done by external and internal auditors. Compile all trailing activity and outstanding suspense items for final settlement with de-converting clients. Provide support to the Settlement and Exception Processing development team and Professional Services during implementations. Engage with system testing and provide post implementation support. Manage all aspects of recovery project or other special assignments.

Senior Settlement Specialist [April 2000 – May 2001]

Settlement Specialist [August 1999 – April 2000]

Technical resource for group members relative to inquiry resolution, research direction, and job-specific tasks. Work closely with Liaison department to secure resolution/answers to open inquiries requiring rapid response. Gather weekly aging reports for group, assuring all open items are thoroughly documented and provide reports to team manager. Create, update and enforce all settlement procedures for department. Identify, research and perform the necessary clearance actions to ensure timely resolution of all open, sub-ledger transactions. Ensure the settlement of clearing account is reimbursed for customer expense items not directly billable to customers. Providing customers support documentation for video batch transactions. Balancing accounts daily to the General Ledger. Guarantee processes of all incoming cardholder transactions to allow reimbursement for payment to MasterCard and Visa. Validate collection and sub-ledger procedures, including the initiation of chargebacks when applicable.