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| **OBJECTIVE** Detail-oriented and resourceful quality engineer with 6+ years of experience in quality assurance, quality auditing, and specialty manufacturing in fast-paced manufacturing environments. Proven track record boosting production, developing efSfective QA procedures, and conducting 5S and ISO audits. Adept at testing product quality, developing daily status reports, and achieving quality and productivity goals. |
| **Rachel Peters**IT Manager |
| **CONTACT INFORMATION** Austin, TX(760) 555-4143rpeters@example.com |  | **EMPLOYMENT HISTORY****Senior Information Technology Manager** 2014 – Present Dell Austin, TX* Allocate work amongst the project management team.
* Perform project management and drive logistics to procure and deploy infrastructure in support of multiple concurrent mfg.
* Cloud Services (Pro Managed) SME for multiple Service Delivery Manager Teams.
* Administered performance evaluations, scheduling, policy adherence, and discipline for direct reports.
* Used IBM's Worldwide Project Management Method (WWPMM).
* Developed, implemented and managed Incident/Problem Management process including performance indicators and measurements of operations and customer service.

**Senior Project Manager** 2009 – 2014 The Home Depot Austin, TX* Coached departments to improve productivity with the new project management system.
* Communicate and execute all corporate policies and procedures.
* Project teams included: 3PL corporate management, Home Depot transportation and logistics management, and Home Depot process improvement
* management.

**Senior Software Engineer** 2008 – 2009 IBM / Austin, TX* Involved with New Project Proposals on the J2EE front and have been involved with Estimation and Project Scoping.
* Developed java beans and jsp's by using Spring and JSTL tag libs for supplements.
* Used Vandyke Software SecureFX 2.2.7 to transfer file securely and SecureCRT 4.1 as terminal emulation tool backend testing.
* Incorporated MVC architecture using Apache Struts & Spring framework and designed User Interfaces using JSP, CSS, and JavaScript.
* Test and configure new operating system and applications such as Windows 2000,
* Worked on multiple pieces of SCOM windows and web UI.
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| **EDUCATION****Master's Degree In Computer Science**2002 - 2003University of Texas at Austin / Austin, TX**Bachelor's Degree In Computer Science** 1993 – 1996Texas A&M University / College Station, TX |  |
| **ADDITIONAL SKILLS*** Project Management
* Scrum
* Incident Management
* Sigma
* Infrastructure
* Customer Service
* JCL
* ITSM
* Business Development
* Portfolio
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