|  |
| --- |
| Jessica Hall6700 S Fork Titusville FL 32780 · 321-615-8695Jessica\_Hall310@yahoo.com  |
| Skills

|  |  |
| --- | --- |
| * Self-motivated, achievement oriented and effective in setting priorities and managing time
* Proven ability to interact with all levels of management, support staff as well as clients
 | * Proficient in using Microsoft Outlook Excel, Word, PowerPoint, SharePoint
* Understanding of JIRA and Confluence
* Excellent written and verbal communication skills
 |

 |

# Experience

|  |
| --- |
| October 2019 – PresentAnalyst, Telus International* Perform online research and analyze search engine results for accuracy and relevance to user request
* Conduct online research for various search engine result tasks, such as ad relevance, address, and business validity.
* Edit and correct inaccurate information, submit for approval in specified time allowance.
* Verify UI (User Interface) is working properly, and content is user friendly
* Write, format, edit, review, and proof procedural and technical information for technical and nontechnical users
* Creating Test Plans to ensure the system is functioning as designed.
* Using test plans ensure all workflows are working as designed
* Assist in the creation of User Guides during the Software Development process
* Gather customer feedback on documentation to improve usability
 |
| 2008 – 2019Tech Writer (VolunteeR), Brevard County School District* Assist students in preparing term papers, technical documentation, and weekly assignments
* Review, format, and revise documentation as required to ensure the student has a sound document
* Assist students as required by teacher or student

2000 – 2005Certified Veterinary Technician, Sunrise Animal Hospital* Patient care to include assisted in exam room with surgical and dental care
* Complete laboratory/pathology tests
* Review diagnostics and fill prescriptions
* Patient intake/checkout, record keeping and general office duties
 |

# Education

|  |
| --- |
| December 2002A.S. – Veterinary Technology, Brevard Community College |
| May 2000A.A. – General Studies, Brevard Community College |