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| Jessica Hall  6700 S Fork Titusville FL 32780 · 321-615-8695  Jessica\_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

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| 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

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