

Tad Stauffer

Quality Assurance Analyst

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EXPERIENCE

QA Analyst

Temenos (formerly Akcelerant)

Nov 2013 - Feb 2017 Malvern, PA

- Planned, created, and executed test plans for 40+ new software features
- Performed regression testing of 3 major releases of financial services software
- Identified, managed, and resolved 2,000+ defects
- Trained 5 new QA employees in Temenos software, procedures, and SQL queries
- Assisted other departments (including Developers and Business Development Support) and received Temenos Employee Appreciation accolade
- Researched and resolved dozens of customer-facing cases, which contributed to client retention
- Exceeded expectations in annual Performance Reviews

Systems Analyst I - Internet

hibu

Aug 2010 - Mar 2013 King of Prussia, PA

- Researched and documented requirements for 30+ Yellowbook.com features
- Triaged and tested 500+ high-priority defects
- Provided daily updates to Yellowbook.com department, enabling 30 release sprints to meet scheduled deadlines

New Media Support Specialist

Yell Adworks

Apr 2009 - Aug 2010 King of Prussia, PA

- Provided customer service for, troubleshoot, and documented web hosting/DNS issues for 100+ customers, which contributed to client retention
- Managed the back-end design for 100+ Yellowbook.com microsite products
- Provided feedback on website production processes, including preemptively identifying design flaws and suggesting improvements, which contributed to client retention

Studio/Web Production Artist

Yell Adworks

July 2003 - Apr 2009 King of Prussia, PA

- Created approx. \$5,000/day in revenue of high priority print ads and microsite products
- Consistently exceeded daily goal for ad production quantity (>100/day) and accuracy rates (<5% of ads with issues)

STRENGTHS

Meticulous & thorough attention to detail

Problem solving

Ability to learn new software tools quickly

TECHNOLOGIES

Issue/ticket tracking & management software

Axosoft/OnTime

Trac

JIRA

HP Quality Center

PASSIONS

Technology

Linguistics

Visual arts

EDUCATION

B.S. Computer Science

Juniata College

Huntingdon, PA