

FRIEDA PROJANSKY

Personal Website: <http://friedaprojansky.com/>

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EXPERIENCE:

Business Consultant / Quality Assurance (QA) Software Tester - InfoWorks Nashville, TN | May 2018 - Present

- Lead QA role on various workstreams for large tax/auditing client
- Work directly with developers to fix application bugs
- Follow audited QA process for testing in Agile sprints
- Develop and execute test cases
- Write and run SQL queries required for testing application
- Perform analyst role on workstreams (involvement in requirements, sprint planning, design meetings)

Experienced Consultant: Customer Experience - West Monroe Partners Chicago, IL | August 2016 - April 2018

- Operated as day-to-day touchpoint with client
- Led bi-weekly touch points with developers
- Owned phases of systems development lifecycle including requirements documentation, development oversight, UAT, etc.
- Managed technical resources to meet timeline
- Drafted use cases for technical implementation projects
- Helped prioritize proposed initiatives into client roadmap

Student Researcher: Learning Disabilities Association of Central New York Syracuse, NY | January 2016 - May 2016

- Collected "case studies" from similar organizations who had recently rebranded via phone and presented rebrand process and takeaways to client
- Led market research data collection which resulted in a 55% response rate and a 38% collection rate

Intern: Customer Experience - West Monroe Partners Chicago, IL | May 2015 - August 2015

- Cataloged entire current-state functionality of two client eCommerce websites and analyzed customer experience "pain points"

Growth Intern: True Value Company Chicago, IL | June 2014 - August 2014

- Produced graphics and factsheets for sales team
- Collected testimonials from retailers (email and phone)
- Presented final projects to CEO and executive team

Managing Editor: Baked Magazine Syracuse University, New York | September 2012 - May 2016

- Managed all writers and editors
- Edited entire magazine before print
- Pitched articles/oversaw magazine development
- Requested funding and managed budget

Radio DJ: WERW Campus Radio Syracuse University, New York | September 2013 - May 2016

- Selected music and talking material for show
- Self promoted show through flyers and social media

Account Associate: Hill Communications Syracuse University, New York | August 2013 - December 2013

- Developed weekly Twitter and Facebook content
- Created email pitches, press releases, fact sheets, backgrounders

Contributing Writer

- Published poet: Verbal Seduction, Bridges Spring, Leaves of Orange, Mesh Magazine, Perception Magazine
- Published writer: JERK magazine March 2013, Equal Time magazine Spring 2013, Baked Magazine Fall 2013, Fall 2014, Spring 2015

CERTIFICATIONS:

- ISTQB Certified Software Tester
- Certified Salesforce Administrator

SKILLS/PLATFORM PROFICIENCY:

- Languages: SQL, HTML/CSS/JavaScript, basic Java
- Visual Studios Test Manager (Azure Test Plans)
- Agile methodology
- Test case design
- Requirements gathering
- Use case development
- Microsoft Office (PowerPoint, Word, Excel, Project, Visio, Project)
- Trained in AP writing style
- Adobe InDesign, Photoshop, Illustrator; Final Cut Pro
- Qualtrics Survey/SurveyGizmo survey design

EDUCATION:

Syracuse University, NY: May 2016 Graduation

- S.I. Newhouse School of Public Communications / School of Information Studies (iSchool)
- Bachelor of Science: Public Relations/Information Management and Technology: Concentration in Web Design
- GPA: 3.95 out of 4.0 ; Dean's List: Newhouse & iSchool- all semesters
- Kappa Tau Alpha- National Honor Society in Journalism and Mass Communication member Spring 2015