

# **Brenda Daverin**

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## **Summary**

- Customer support specialist with five years of experience handling a diverse clientele
- Quality assurance engineer with twelve years of experience in black-box testing
- Capable of inter-departmental communication and interaction to achieve goals
- Dedicated to customer service and clear communication
- Able to meet or exceed goals with minimal supervision

## **Tech Skills**

- MacOS X 10.4, Windows XP
- Adobe Acrobat, Firefox, InDesign, Dreamweaver, HEAT, GlobalScan, Microsoft Office, Oracle, PageMaker, Photoshop, PowerHelp, ScanRouter
- Certified Ricoh technician with specializations in document management solutions and printer hardware and software

## **Experience**

### Senior Solutions Specialist

Sept. 2000 – Nov. 2005 — Ricoh Corporation, Cupertino, CA

- Handled tech support questions via phone and email from salespeople, technicians and customers, averaging 10-20 calls/day.
- Met or exceeded group standards for call volume, hold percentages, and customer satisfaction surveys.
- Created and maintained complete set of customer-facing FAQs on one product.
- Contributed to the FAQs of several other products.
- Wrote white papers and instructional guides which aided in product sales.
- Prepared and distributed reports on calls received by the support team which tracked various issues and performance matrices, expanding the report from charts and graphs to a detailed discussion of trends and issues

### Coordinator

Oct. 1999 – Sept. 2000 — Bizbuyer.com, San Jose, CA

- Facilitated communication between two corporate offices to better track various development projects for a B2B website/portal.
- Position was created after I demonstrated the need for a dedicated person to handle the traffic.
- Assisted director of engineering with management of engineering and QA staff.

### Software QA Engineer

May – Oct. 1999 — Splash Technologies, Sunnyvale, CA (contract)

- Performed functionality and application compatibility testing for PostScript-based color printer servers from MacOS and Windows platforms.
- Designed test matrices.

#### Software QA Engineer

Jan. 1998 – March 1999 — NEC, Santa Clara, CA (contract)

- Performed third-party application compatibility and functionality testing of PrintGear and PostScript-based laser printer drivers and installers for the Mac OS.
- Ran pre-designed automated tests using Adobe PS Test software.
- Wrote test cases based on provided goal lists.
- Designed test matrices for the drivers and installers.

#### Software QA Engineer

Sept. 1996 – Dec. 1997 — Apple Computer, Santa Clara, CA (contract to perm)

- Performed third-party application compatibility testing for QuickDraw inkjet printer drivers.
- Was lead tester for the installer section of the project.
- Wrote test plans and matrices.

#### Software Tester

Apr. 1996 – Sept. 1996 — Becton Dickinson Immunocytometry Systems, San Jose, CA (contract)

- Performed feature set and functionality testing of a proprietary immunocytometer data interpretation software package for the Mac OS.
- Wrote test procedures and designs in compliance with ISO 9000 standards.

#### Software QA Engineer

October 1995 – Mar. 1996 — Apple Computer, Santa Clara, CA (contract)

- Performed third-party application compatibility testing for a QuickDraw inkjet printer driver.
- Was lead tester for the installer section of the project.
- Wrote test plans and matrices.

#### Software Tester

Nov. 1994 – Oct. 1995 — Apple Computer, Cupertino, CA (contract)

- Comprehensive manual testing of client software for eWorld, Apple's online service, and specialized testing of the electronic mail section of the system software for the Newton personal digital assistant.
- Designed and implemented test cases.

#### Software/Peripheral Tester

June 1994 – Nov. 1994 — Global Village Communications, Mountain View, CA (contract)

- Comprehensive manual testing of fax modem applications and associated support software for the OneWorld fax server and TelePort fax modem (Macintosh).
- Designed test plans.
- Proofread documentation.

#### Software/Peripheral Tester

May 1993 – Feb. 1994 — Canon Information Systems, Palo Alto, CA (contract)

- Comprehensive manual testing of printer drivers, scanner drivers, and other assorted support software for Canon hardware.
- Designed test plans and wrote test matrices.
- Proofread documentation.

#### **Education**

Studied theater arts, music, and general subjects at Cañada College in Redwood City and Sonoma State University in Rohnert Park from 1985 - 1989 and from 1991-1992.

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