

Katelyn Meints
3000 Sparks Road
Alexander, AR 72002

Katelyn.Meints@yahoo.com
(501) 517-8634

Education:

University of Arkansas at Little Rock
Bachelor of Arts in Anthropology with a minor in Psychology, 2014
Bachelor of Science in Information Science, 2021

Skills:

- Requirement Gathering
- Business Process Analysis
- Communication
- Problem-Solving
- Project Management
- Data Analysis
- Technical
- Domain Knowledge
- Collaboration and Stakeholder Management
- Documentation and Reporting
- Agile Methodologies
- Salesforce
- Azure DevOps
- Copado Robotic Testing
- Database Management
- HTML/CSS, JavaScript, Java

Work Experience:

Arkansas Blue Cross Blue Shield – FTE (40 hours per week)
Business Analyst

February 2023 to Present

- Collaborated across internal departments to ensure seamless testing and optimal system functionality.
- Conducted data collection and audits, conducted root cause analysis, and devised forward-looking solutions to meet evolving business needs.
- Developed comprehensive test plans, scripts, and test cases to meticulously validate systems, document errors, changes, and enhancements, ensuring uninterrupted system performance.
- Led the conceptualization and planning of new projects and initiatives, liaising with management to define project scope, objectives, timelines, and resource requirements for successful implementation.
- Maintained thorough documentation of existing business processes and formulated training materials and presentations to ensure organizational alignment.
- Generated insightful reports and audits by analyzing and summarizing information, subsequently making informed recommendations for process enhancements.
- Acted as the operational subject matter expert, contributing to the design, development, testing, documentation, and evaluation of processes, procedures, and systems, driving measurable enhancements and improvements.

Arkansas Blue Cross Blue Shield – FTE (40 hours per week)
Systems Tester

January 2022 to February 2023

- Analyzed user stories, use cases, and requirements to ensure validity and feasibility for testing.
- Executed comprehensive testing at various levels (system, regression, and integration) within Salesforce.
- Collaborated effectively with cross-functional teams to relay pertinent information and ensure seamless coordination.

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- Detected and meticulously tracked software defects and inconsistencies, contributing to the enhancement of product quality.
- Offered timely and practical solutions to address identified issues, facilitating smoother testing processes.
- Provided essential support and thoroughly documented testing procedures and outcomes for future reference.
- Operated within the Agile product lifecycle framework, ensuring alignment with project timelines and goals.
- Enforced adherence to SCRUM methodologies within the testing team, promoting efficiency and transparency in workflow management.

TEKSystems/ABCBS – Contingent Worker (40 hours per week)
Systems Tester

June 2021 to January 2022

- Analyzed user stories, use cases, and requirements to ensure validity and feasibility for testing.
- Executed comprehensive testing at various levels (system, regression, and integration) within Salesforce.
- Collaborated effectively with cross-functional teams to relay pertinent information and ensure seamless coordination.
- Detected and meticulously tracked software defects and inconsistencies, contributing to the enhancement of product quality.
- Offered timely and practical solutions to address identified issues, facilitating smoother testing processes.
- Provided essential support and thoroughly documented testing procedures and outcomes for future reference.
- Operated within the Agile product lifecycle framework, ensuring alignment with project timelines and goals.
- Enforced adherence to SCRUM methodologies within the testing team, promoting efficiency and transparency in workflow management.

Hoist & Crane Service Group – Part-time (24-32 hours per week)
Planner

August 2018 to May 2021

- Provided comprehensive administrative support to the Operations Manager, ensuring smooth workflow and efficient operations.
- Conducted onsite troubleshooting and technical support for PCs, ensuring minimal downtime and optimal functionality.
- Managed the upgrade and testing of hardware and software to guarantee seamless operation and enhanced performance.
- Installed, implemented, evaluated, and maintained office telecommunications equipment, optimizing communication channels.
- Conducted diagnostics on office servers and hardware, swiftly identifying and resolving technical issues.
- Configured, implemented, and tested the Microsoft Office suite, enhancing productivity and collaboration among staff.

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- Tested server functionality and escalated complex issues to corporate headquarters for resolution, ensuring minimal disruption to operations.
- Managed the collection and entry of business invoices, maintaining accurate financial records and facilitating streamlined billing processes.
- Organized and digitized job documentation in an electronic database, ensuring easy retrieval and efficient record-keeping.
- Coordinated itineraries for technicians and arranged hotel stays, optimizing travel logistics and ensuring timely project completion.

Bud Anderson Heating and Cooling – Full-time (40 hours per week)

Customer Service Representative/Dispatcher

January 2018 to August 2018

- Responded promptly to incoming calls, efficiently booking service and maintenance appointments to ensure timely resolution of customer needs.
- Coordinated the scheduling and dispatching of service jobs for a team of 20-25 technicians, optimizing workflow and resource allocation to meet client demands effectively.
- Proactively engaged in outbound calls, leveraging persuasive communication skills to generate leads and secure additional service opportunities, contributing to business growth and revenue generation.
- Managed and maintained accurate records of timecards for assigned technicians, ensuring precise tracking of work hours and facilitating seamless payroll processing.
- Delivered consistently high levels of customer service, cultivating positive client relationships and upholding the company's reputation for excellence in service delivery and client satisfaction.

Town and Country Plumbing, Inc – Full-time (40 hours per week)

Service Manager/CSR

May 2016 to August 2017

- Coordinated and optimized the schedules of seven residential and commercial service technicians to ensure timely and efficient service delivery.
- Managed accounts receivable and payable processes, maintaining accurate financial records for the service department.
- Handled incoming calls to book appointments and effectively resolved customer inquiries, complaints, and feedback to ensure high levels of satisfaction.
- Provided invaluable support to the business owner by contributing to marketing campaigns and maintaining a strong online presence.
- Maintained meticulous commission reports and timesheets for service technicians, ensuring accurate payroll processing.
- Facilitated the completion and acquisition of city permit applications for plumbing projects, ensuring compliance with local regulations.
- Developed and maintained various databases to support company operations and streamline business processes.

More Experience Upon Request