

MELISSA H. M. LAWSON

OBJECTIVE

To find a rewarding career in a computer related field.

EXPERIENCE

2004–Present **CareStream Dental** **Atlanta, GA**

Quality Assurance Specialist

- Validate issue resolutions provided by development team.
- Create and execute performance and regression tests.
- Work closely with the development and support teams to determine best course of action for major changes in future releases.
- Relay important release information to the support team and ensure they have the tools necessary to support the clients.
- Contact beta clients and validate issues they encounter.
- Work closely with third party vendors to update them on any issues encountered during testing.
- Developed integration program for a 3rd party product that is used by Australian clients (VB6/XML).

Other positions held

- *Technical Support Analyst*
 - o Developed several utilities using Visual Basic that aid support and clients (Access/SQL DBs).
 - o Created and delivered training materials to group.
 - o Approved enhancement requests submitted for Orthotrac Office based on validity, uniqueness, and accuracy.
 - o Implemented Sharepoint site for all TSA's that includes tools and reference materials.
- *Technical Support Specialist*
- *Technical Support Representative*

1997–Present **ize Web Design** **Kennesaw, GA**

Designer/Developer/Owner

- Design and develop framework for websites based on client specifications.
- Update existing websites and resolve any issues found.
- Improve Search Engine Optimization of websites when requested.
- Design logos, business cards, posters and other marketing materials as requested based on client specifications.
- Provide support and original artwork to clients as requested.
- Proactively research latest web trends and accommodate website projects to suite the environment.

1999–2005 CompUSA Marietta, GA

Assistant Sales Manager

- Hired and trained sales staff, including the top salesperson for the region who took over this position shortly after I left.
- Managed the communications and merchandising teams sales quota, schedule, product and service training schedule and product placement according to planogram. This team won 3 regional contests under my management.
- Met monthly with Regional Manager and semi-annually with Division Manager to discuss progress and new implementations.
- Three employees on my team were voted employee of the month.

Other positions held

- *Account Executive Assistant*
- *Inventory Control Coordinator*
- *Senior Sales Representative*
- *Technology Sales Specialist*

1997–1999 Best Buy Marietta, GA

Senior Sales Representative Cell/DSS

- Handled Cell phone and DirectTV activations.
- Assisted customers in choosing digital products and services.
- Received various product trainings from vendors and product reps.
- Ensured the training of all employees in the latest in technology.

Other positions held

- *Senior Sales Representative PC/Home Office*
- *Sales Specialist PC/Home Office*

SOFTWARE

- Programs Developed – uFixAWPS, OrthoToolBox, OrthoExo, uListEnvironVariables, UpdateSnap, 3DShape Integration
- Websites Designed– iZeWebDesign.com, DivaDuctTape.com, GloryFest.net, LapeerPainter.com, CynthiaDStargell.com, UrbanCityAnglers.com
- Languages - GWBasic, QBasic, VB6, MS Visual Basic 2008, ActionScript 3.0, HTML, CSS, PHP, XML
- Database knowledge - Access 97-2007, Act!, Dbase II, SQL Server 2000/2005/2008
- Web/Graphics –Corel Draw, Adobe Illustrator CS3, Photoshop CS3, Flash CS3, Dreamweaver
- Other Software- MS Office 97-2007, Mercury Quality Center, Quick Test Pro, Borland CaliberRM, SAP, JDA, VMware, Borland StarTeam, MS Visual Web Developer 2008