Jessica A. Jackson

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Skills & Accomplishments

- **Project Process & Design** – Adobe XD, Adobe Photoshop Illustrator, InVision, Six Sigma Certified, Agile Bronze Certified, JIRA, Prototyping, Wireframes, Microsoft Office Suite (Word, Excel, PowerPoint, Access), Business Process Improvement, Software Development Life Cycle
- **Developer Languages & Tools** - J2EE, CSS/Bootstrap, JavaScript (JQuery/ES6/Angular2+/Aurelia), HTML, SQL, AJAX, Java, JSON APIs, Udacity Front-end Developer Nanodegree
- **Developer Frameworks & IDE** – Visual Studio Code, Spring, Springboot, MVC, Eclipse, Coldfusion
- **Automation** - Jenkins, Subversion, Git, CDP, Kubernetes
- **Analytical** - Requirements Writing, Epic/User Story building, Risk Analysis and Management, Business Analysis, Benchmarking, Student Information Systems (IBM's eClass and SASI), Leadership
- **Databases** - Oracle, MySQL
- **Testing & Support** - API testing tools (Postman, Swagger UI, SOAP UI, Mockoon), Jasmine, CA Wily Introscope, User Acceptance Testing (UAT)
- **Education & Instructional** – A.D.D.I.E. Model, Georgia T5 Early Childhood Education (Pre-K-5), GACE Early Childhood Education Tests I & II, Instructional Design, Audacity, Adobe Photoshop, SharePoint, Smartboard Technologies, Common Core Standards
- **2018 CET Newsletter Spotlight (AT&T)** – spear-headed UI/UX design and training efforts for the revamped Employee Scheduling System resulting in a responsive, mobile design for 12+ nationwide applications.
- **2017 AFO Hack-a-thon Winner (AT&T)** – competition winner of design and development initiative.
- **2014 Comprehensive Technology Solutions Wall of Stars (AT&T)** – devoted 20+ hours of community service through AT&T employee resource groups.
- **2014 Employee Spotlight Award for Service Delivery & Assurance Planning** – managed and tracked milestones and statuses of organizational projects and departmental initiatives to meet targeted goals.

Education

UX/UI Designer & Researcher Certification
Graduation Year 2020, Georgia Tech Professional Education, Atlanta, Georgia

Front-end Developer Nanodegree
Graduation Year 2019, Udacity, Atlanta, Georgia

Masters of Science, Information Technology, 3.5 GPA
Graduation Year 2013, Southern Polytechnic State University, Marietta, Georgia

Bachelors of Business Administration, Marketing, 3.6 GPA
The University of Georgia, Athens, Georgia

Experience

Professional - Software Engineer / Sr. Application Developer
AT&T, Atlanta, Georgia   04/2016-Present

- Design and prototype UI wireframes, flow diagrams, and interactions with API HTTP services and backend developers.
- Design and develop middleware and 10+ UI web portals for nationwide dispatches, cable outages, and employee scheduling used by all center managers, technicians, and agents across 21 U.S. states.

- Use HTML5, CSS3/Bootstrap, JavaScript (JQuery, Aurelia), RESTful APIs, JSON, Java, SQL, Git, Subversion, Coldfusion, and Springboot to code, debug, and manage development of new and older websites.
- Test UI responsiveness and backend APIs using Postman, Swagger UI, SOAP UI, and Mockoon.
- Design and present system roadmaps to leadership.
- Hire, train, and mentor 2-5 new developers and contractors.
- Lead daily training sessions for new team developers and contractors.
- Build and update a Wiki website compiled of 'How-to' user guides, resources, tutorials, and tSpace links to train.
- Train clients and third-party groups on the use and functionality of new web/mobile UI developments.

Sr. Specialist-Network Test Support
AT&T, Atlanta, Georgia   12/2014-04/2016

- Developed and conducted use cases to test UI and API/backend code releases for BPM.
- Conducted weekly testing including functional, regression, user acceptance, integration, and performance to verify the client's needs are met.
- Monitored application servers' CPU utilization daily via Introscope.
- Detected and managed code fixes to ActiveVOS flow inefficiencies, which decreased the number of times excessive flows consumed space on the server by 40%.
- Built, updated, and managed the End-to-End project tracker (BPM Project Oversight Tracker) for 33 BPM current/past/on-hold projects spanning beyond a $32M annual benefit and forecasted expense savings.

IT Business Analyst / Technical Requirements Engineer
AT&T, Atlanta, Georgia   06/2013-12/2014

- Engaged client to gather software requirements/business rules for ISAAC WFE, and ensure alignment with development teams.
- Translate stakeholder requirements into over 5 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.
- Evaluate risks related to requirements implementation, testing processes, and project communications, saving the company on average $10K+.
- Employed tools such as Six Sigma and Agile methodologies to accomplish business objectives.

Designer & Marketing Manager
DanceVersE, LLC, Marietta, Georgia   03/2014-04/2016

- Designed, developed, and managed all marketing apparatus, such as the website, client account portal, social media accounts, email account, Constant Contact direct marketing initiatives, and flyers/advertisement.
- Administered sales activities and maintained records of 20+ client memberships per month.
- Trained 2-3 sales and clerical personnel on day-to-day operations and client check-ins.

Technical Instructional Design Specialist / Elementary Teacher
Gwinnett County Public Schools, Lawrenceville, Georgia   05/2011-05/2013

- Designed, organized, and shared IT solutions, such as interactive Smartboard lessons and Testlets, with Benefield Elementary teachers.
- Conceptualized templates and protocols for academic research within Common Core Curriculum.
- Developed end-user tutorials and support documentation for software applications and technology processes.
- Developed and implemented academic lesson plans for 3rd grade all subjects, administered high stakes tests, and analyzed data to drive instruction.