**Cheryl Sullivan**

999 2nd Avenue, Denver, CO 80129 ■ csull33@yahoo.com

303-953-2110 (H) ■ 770-316-2761 (C)

A knowledgeable and accomplished Quality Assurance Analyst.

**Qualifications**

* Testing
* Training
* Putting up with impossible personalities

**Professional Experience**

Abc company Atlanta, GA

**Quality assurance / client support** *January, 2004 to Present*

* Lots and lots of testing

Dynegy, inc Kennesaw, GA

**ADMINISTRATIVE SUPPORT (CONTRACT pOSITION)** *December, 2002 to May, 2003*

* Responsible for the data integrity of detailed propane contracts as entered into the account maintenance and administrative systems.
* Generated prompt and accurate billing; created/revised internal and client presentations; provided technical and systems support as needed.

boston marketGolden, CO

**financial reporting analyst**  *April, 2001 to January, 2002*

* Provided comprehensive system support and maintained multiple databases.
* Authored detailed and accurate technical and user documentation.
* Created and modified a variety of reports; tested reporting software patches and upgrades in a development environment.
* Developed and implemented test scripts; scheduled and validated a wide range of period-end and year-end reporting tasks.

WEBFAMILIESDenver, CO

**quality assurance specialist** *June, 2000 to April, 2001*

* Effectively functioned as lead QA Analyst, testing all databases, content and code changes.
* Created test plans/scripts, performing comprehensive software validations on pilot order fulfillment applications.
* Provided Tier II technical support and assisted the Operations Team in deploying new versions of code from testing through production.

**Additional Experience**

BOSTON MARKET *December, 1997 to June, 2000*

**SENIOR ANALYST; QA AND RELEASE MANAGEMENT Analyst; Network Administration**