

# Gregory Woodside

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## EXPERIENCE

### Backstop Solutions Group, Chicago — Software Test Engineer I

February 2022 - Present

- Write and maintain automated tests in Ruby using Selenium/Rspec
- Perform automated regression testing to ensure stability of application.
- Perform manual testing of tickets where features are not covered by automated tests
- Write manual/automated testing plans for new features/components

### Backstop Solutions Group, Chicago — *Client Care Team Lead*

October 2021 - February 2022

- Oversaw equitable distribution of new support tickets to the Tier 1 Team, worked with the team to ensure each ticket was handled in a timely manner with accuracy and attention to detail.
- Created documentation for support procedures, which were utilized by the Support team.

### Accuity, Evanston — *Government Services Support Specialist*

May 2019 - October 2021

- Facilitated processing of Asset Verification Requests between State/Federal Agencies and Financial Institutions for use in determining benefit eligibility.

## EDUCATION

### College of Lake County, Grayslake — *Associate's Degree*

August 2015 - May 2019

## OBJECTIVE

Obtain a full-time position with opportunity for advancement that utilizes my QA/Development and leadership capabilities.

## SKILLS

- JIRA
- Postman
- Selenium
- Ruby
- ReactJS
- HTML/CSS
- Javascript/Typescript
- Microsoft Suite (Word, Powerpoint, Excel) Proficiency
- Average 90 WPM typing speed
- Excellent verbal and written communication

## PROFESSIONAL REFERENCES

Regan Clute  
1 (312) 231-2482  
Director of Client Care  
Backstop Solutions Group

Kevin Grant  
Number Available Upon Request  
Integration Engineer  
Backstop Solutions Group