

AMY C. SHANNON

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EDUCATION AND TRAINING

University of Phoenix:

Master of Business Administration

Graduation: September 2019

Graduate Accounting Certificate

GPA: 3.49

Major: Business Administration/Accounting

Courses Included:

- Accounting
- Accounting Theory and Research Management
- Human Capital Management
- Business Law
- Organizational Leadership
- Quantitative Reasoning for Business
- Auditing
- Taxation
- Economics
- Applied Business Research & Statistics
- Operations Management
- Corporate Finance
- Marketing
- Strategic Planning & Implementation

Master of Arts Degree: Adult Education & Training

Graduation: February 2017

GPA: 3.76

Major: Adult Education & Training

Educational Portfolio: <http://amycshannon.weebly.com/>

Courses Included:

- Organizational Communication for Adult Education and Training
- Foundations of Adult Learning Theory
- Community-Based Education
- Curriculum Theory & Instructional Design
- Multicultural Strategies for the Adult Learner
- Assessment of Learning
- Facilitating Online Learning

- Marketing Adult Education
- Facilitating Change
- Social Media for Professional Learning
- Program Development in Adult Education

Bachelor of Arts Degree: English

Graduation: August 2015

GPA: 3.69

Major: English

Focus: Criminal Justice / Human Services

Courses Included:

- Elements of Health and Wellness
- Essentials of Personal Finance
- Elements of University Composition & Communication I & II
- Media Influences on American Culture
- Essentials of Psychology
- Critical Thinking and Creative Problem Solving
- Intro to Criminal Justice
- Business Literature
- Intro to Communication
- Business Writing Essentials
- Criminology
- Criminal Law
- Criminal Organizations Literature in Society
- Effective Academic Writing
- Multicultural Literature
- American Ethnic Literature
- Interpersonal Communications
- Poetry and Society
- Models of Effective Helping
- Advanced Creative Writing
- American Literature To 1860
- English Literature To 1800
- Client Assessment and Planning

LexisNexis In-house Training

- Managing Conflict
- Effective Team Leadership
- Multi-cultural and Diversity Training

ReserveAmerica In-house Training

Leadership Training

Spencer Business & Technical Institute

Graduation: June 1993

GPA: 4.0

Computer & Medical Administrative Assistant Diploma

Teaching Assistant/Student

EXPERIENCE

Writer/Author/ Indie Author Services Ballston Spa, NY 2014-Present

- Published Author/Poet (Fiction)
- Own and operate Book Review Blog *Amy's Bookshelf Reviews*
- Read work provided by Indie Authors and write book reviews
- Own and operate Author Amy Shannon's blog.
- Provide editing and proofreading services for Indie Authors
- Provide promotional services for Indie Authors
- Provide services for Indie Authors for assisting with social media platforms
- Write blog posts pertaining to self-promotion of written works, such as novels and poetry
- Write blog posts that offer writing tips to authors and writers

Proliant Consulting, Inc

Bank of America/Libris

Albany, NY

2007-2008

Software Test Analyst

- Developed system level test cases from requirements, specifications, and information gathered from Software Development Staff.
- Executed test cases and test procedures.
- Functionality, destructive, error testing, negative in order to comprehensively test a system.
- Created and updated Test Cases and Test Scenarios for Software Testing.
- Maintained documentation for each deliverable to accurately and adequately create test plans for each deliverable.

LexisNexis Matthew Bender

Albany, NY

2001- 2007

Senior Software Test Analyst

- Created and Presented specialized Presentations to colleagues and upper management for topics such as Early Defect Removal process in the SDLC phases, Design Document/Functional Specification Reviews, and Adequate Requirements composition, analysis & Review.
- Monthly, Quarterly and Yearly quality metrics, and data for various projects. Metrics included in depth calculations of the DRE (defect removal efficiency) and successful release rate.
- Developed system level test plans and test cases from requirements, specifications, and information gathered from Software Engineers and Product Staff.
- Identified and documented system performance and reliability issues. Functionality, destructive, error testing, negative testing complete systems.
- Monitored work and escalated problems or issues.

- Created and updated Test Plans, Test Strategies, and Test Scenarios for Software Testing.
- Reviewed/Critiqued Functional Specification and Architectural Specification Documents for deliverables to cross link functionality and requirements.

PERSONAL

Published Author and Poet. Homeschooled teenage twin sons from 10th grade to graduation. Both regular academics and special education academics. NYS Homeschool regulations were met, and quarterly and annual reports were submitted to school district.

AWARDS

Spencer Business & Technical Institute Special Services Award 1993
LexisNexis Team Award 2004