

Neysa Dakes

Testing Coordinator

Profile

Detail-oriented Testing Coordinator with 2 years of experience in managing and executing test plans, ensuring the quality and reliability of products and services. Proficient in test development, logistics, and data analysis. Proven track record of collaborating with cross-functional teams to achieve project goals and maintain testing schedules. Skilled in identifying and addressing issues, adapting to changing priorities, and maintaining strong relationships with stakeholders. Committed to continuous improvement and delivering exceptional results.

Employment History

Testing Coordinator at Pearson VUE, AK

Apr 2023 - Present

- Successfully managed the administration of over 500 certification exams, resulting in a 95% pass rate for candidates and maintaining Pearson VUE's reputation as a leading testing provider in Alaska.
- Streamlined the testing coordination process by implementing an efficient scheduling system, reducing the average wait time for test-takers by 20% and increasing overall customer satisfaction.
- Coordinated and executed a seamless transition to remote testing during the COVID-19 pandemic, enabling over 300 candidates to take their exams without disruption and ensuring business continuity for Pearson VUE in Alaska.
- Spearheaded a comprehensive training program for a team of 10 proctors, which led to a 30% decrease in procedural errors and contributed to a more consistent and positive testing experience for candidates.

Associate Testing Coordinator at PSI Services, AK

Aug 2021 - Mar 2023

- Successfully managed and coordinated the testing schedules for over 1000 candidates per month, ensuring a smooth and efficient testing experience for all parties involved.
- Streamlined communication processes between test administrators, proctors, and candidates, reducing average response time for inquiries by 25% and increasing overall customer satisfaction ratings by 10%.
- Developed and implemented a new training program for test proctors, resulting in a 15% increase in the efficiency of test administration and a 20% reduction in reported testing irregularities.
- Collaborated with the IT department to identify and resolve technical issues in the testing environment, leading to a 30% decrease in reported technical problems during exams and a 5% increase in candidate satisfaction with the testing process.

Education

Bachelor of Arts in Education with a focus on Testing and Assessment at University of Alaska Anchorage, AK

Sep 2016 - May 2021

Details

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Links

linkedin.com/in/neysadakes

Skills

JIRA proficiency

Selenium expertise

TestRail mastery

LoadRunner competency

Appium knowledge

Jenkins familiarity

Postman adeptness

Languages

English

Portuguese

Hobbies

Photography

Gardening

Playing musical instruments