


# ASHLEY AYERS

## INFORMATION SCIENCE AND TECHNOLOGY

### CONTACT

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### TECHNICAL SKILLS

#### Programming

Introductory Python, HTML/CSS, Object-Oriented, Java

#### Software:

Microsoft Teams, Microsoft Office, Remote Desktop, Adobe Reader, Adobe Acrobat

#### Operating Systems:

Windows, macOS

### PERSONAL SKILLS

Problem Solver  
Customer Service  
Adaptable  
Organized  
Attention to detail  
Integrity  
Collaboration  
English  
Spanish

### HONORS AND AWARDS

#### Life Scholarship Recipient

*State Scholarship (\$5,000)*

#### Life Scholarship Enhancement Recipient

*State Scholarship (\$2,500)*

#### Brinkley Family Endowment Fund

*USCB Donor Scholarship (\$1,400)*

#### USCB President's List

Granted Spring 2022, Fall 2022

#### USCB Chancellor's List

Granted Fall 2019, Spring 2020, Fall 2021

### EDUCATION

#### Bachelor of Science in Information Science and Technology

University of South Carolina Beaufort, SC

Member of First Generation Student Organization

Member of ACM (Association for Computing Machinery)

### EXPERIENCE

#### IT Quality Assurance Co-op

Gulfstream Aerospace Corporation, Savannah, GA

May 2022 - Current

- Collaborated across many different departments (work with engineers, business and security teams, and users) to ensure updates and new applications meet required standards and policies
- Communicate with different delivery units to identify/review the master list of applications and testers
- Responsible for coordinating testing schedules, preparing test machines by installing applications and appropriate OS image, recording testing results, and reporting and assisting with any defects if occurred
- Reimaging test machines when needed and after testing to ensure security and provider tester with a clean and fresh OS
- Conducted manual testing of browser compatibility (Firefox, Edge, Safari) and OS compatibility (Microsoft, IOS) of applications
- Developed and executed test cases
- Report, document, and retest bugs
- Take part in monthly package and patch testing, creating validation documents, and ensuring all functionalities are working as expected

#### Server

The Salty Dog Cafe, Hilton Head Island, SC

June 2020 - Current

- Ensure all guests feel welcome with a bright and positive attitude
- Responsible for taking food and beverage orders
- Promoted appetizers, menu specialties, and desserts to optimize sales
- Communicate all customer's dietary restrictions or allergies to the manager on duty and kitchen team to ensure all guests had a safe and enjoyable visit
- Processing payments using Alohas POS System and handling cash
- Promptly addressed customer's questions, concerns, or dissatisfactions and escalated more advanced issues to management for resolution
- Working in a fast-paced environment while providing excellent customer service
- Completed thorough opening and closing duties to facilitate smooth restaurant operations

Additional work experience available upon request.