

Gallal Dharhan

Product Management Analyst/QA Analyst

Contact

Address

Brooklyn, NY, 11209

Phone

(347) 278-2538

E-mail

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Skills

Web Testing

C, C++, C#, Python, Java, SQL

HTML5, CSS3, Javascript

Word, Excel, Powerpoint

Outlook

Photoshop, Illustrator, InDesign, Animate

Affinity Designer Pro

LaTeX Typesetting

Troubleshooting hardware

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Work History

2021-10 -
Current

Product Management Analyst/QA Analyst

Northwell Health, Lake Success, NY

- Executing tests on hundreds of Northwell sites and service lines
- Building and testing vaccine programs and schedules for thousands of appointments, increasing vaccination rates for patients of all ages
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.

2021-03 -
2021-10

Team Lead

Flexstaff Northwell Health, Lake Success, NY

- Testing Northwell Salesforce site for technical and grammatical errors
- Troubleshooting software and technical issues
- Responding to and assisting patient inquiries via email
- Supervising hundreds of agents to ensure quality customer service
- Trained new team members on duties, call etiquette, and site navigation

2017-03 -
2019-07

Store Manager

Associated Supermarket, Brooklyn, NY

- Reviewed and monitored scheduling, purchases and other expenses to maintain quarterly budget.
- Protected store from loss or theft by setting and enforcing clear security policies.
- Managed inventory control, cash control, and store opening and closing procedures.

2015-07 -
2019-07

Bursar Representative

Brooklyn College, Brooklyn, NY

- Filing and data entry of student and department

information

- Troubleshooting computers and printers, increasing performance and daily transactions
- Working alongside multiple departments to ensure smooth operations
- Creating over 100 various transactions and accepting payments daily

Education

2012-09 -
2020-06

Bachelor of Science: Multimedia Computer Science, Computer Science and Multimedia

Brooklyn College - Brooklyn, NY

Additional Information

- AWARDS , Dean's List June 2020 Honors High School Diploma