

# CHRISTINE WELLS

(571) 264-5403

[christinebethwells@gmail.com](mailto:christinebethwells@gmail.com) · [christinebethwells.weebly.com](http://christinebethwells.weebly.com)

## EXPERIENCE

**JANUARY 2020 – PRESENT**

**USER ACCEPTANCE TESTING ANALYST, ENACT MI**

- Executed test cases to validate software enhancements before delivery to clients.
- Authored test cases and developed testing strategies to fully check software enhancements under tight timelines.
- Created presentation decks detailing all enhancements during each production release.

**JULY 2018 – JANUARY 2020**

**POLICIES AND PROCEDURES WRITER, GENWORTH**

- Collaborated with Subject Matter Experts in over 12 departments to author over 30 documents; completed requests under 25 days on average.
- Drafted a special rush request document in under one week to have documentation for a new process completed before the process launch date.

**MAY 2016 – JULY 2018**

**RESOURCE SPECIALIST, NORTH CAROLINA FARM BUREAU INSURANCE**

- Edited over 40 documents for accuracy, grammar, and formatting.
- Worked as project manager for the development of new documentation for Business Auto Policy processing; authored over 15 pieces of new documentation.
- Trained peers how to analyze Auto policies (new business applications and change requests) and to operate the complex policy processing system.

## EDUCATION

**OCTOBER 2018 - PRESENT**

**CONTINUING EDUCATION, WAKE TECH COMMUNITY COLLEGE**

Completed classes in editing, technical writing, grammar, writing essentials, creative writing to keep skills current.

**AUGUST 2018 - MAY 2012**

**BA WRITING, RHETORIC, AND TECHNICAL COMMUNICATION, JAMES MADISON UNIVERSITY**

Completed a minor in Creative Writing and English with a focus on editing pieces for intelligibility and distinguishing formats for print versus online displays.