

Monica Cheely

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Professional summary

As an Accenture Apprenticeship Graduate, I bring hands-on experience in Data Classification, Quality Assurance, IT Customer Service, and Project Management. I am advancing my career toward AWS Cloud Architecture with a strong focus on cloud security, while currently preparing for ISC2 CC, Security+, Network+, AWS Cloud Practitioner, and AWS Solutions Architect certifications. I also plan to pursue a Bachelor's Degree in Computer Science at Western Governors University. I aim to contribute to environments that value accuracy, security, and innovation, while growing as a skilled professional in cloud architecture and cybersecurity.

Employment history

Data Quality Assurance Analyst, Dec 2025 - Present

Activus Connect, Alpharetta, GA

Client Project Employer: Tech Mahindra Limited

Client Project: Leading Global Digital Platform Company

Client Role: Classification Quality Assurance

- Perform detailed quality reviews of text, image, audio, and video data to ensure accuracy and compliance with established guidelines.
- Collaborate with cross-functional teams to align on quality standards and improve consistency across labeling and annotation tasks.
- Apply subject matter expertise to evaluate complex content and provide clear, well-documented decisions.
- Build and refine quality assurance processes to support scalable AI/ML data operations.
- Analyze trends and error patterns to identify root causes and recommend process improvements.
- Manage multiple projects simultaneously while meeting strict quality and performance benchmarks.
- Support model training efforts by ensuring high-quality, reliable datasets for machine learning applications.

Packaged Application Development Analyst, Jul 2022 - Aug 2025

Accenture, Atlanta, GA

- Collaborated with functional teams to understand business processes and system requirements.
- Developed and executed manual and automated test cases using Atlassian Jira and Worksoft Certify in SAP Fiori.
- Ensured test cases for SIT 2 in OTC 1, 2, 3 covered integration scenarios and supported team members in refining their cases.
- Supported Security Operations with first-level triage and investigation of security incidents.
- Triage and investigated alerts, phone, and email security incidents; routed to appropriate teams for resolution.
- Assisted the security team in improving processes and remediating compromised accounts.
- Performed closure of over 2,775 phishing security incidents.
- Supported the program management office for a transformation program.
- Collaborated with a team of 5 members on activities focused on Program Increment planning, RIEFW planning, and PI sprint execution.
- Assisted in updating the Change Log Report and creating/sending 30+ Daily Dependency Reports and 7+ weekly 30-60-90 Day Dependency Reports, including data visualization charts and progress notes.
- Completed loading Requirements, Build Objects, User Stories, and Tasks into Azure ADO system.

Front Desk Agent/Breakfast Attendant, May 2019 - Sep 2022

TownePlace Suites Marriot Hotel, Kennesaw, GA

- Managed and supervised hotel day-to-day operations.
- Used internal software to process reservations, check-ins, and check-outs.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Liaised with 10 or more housekeeping and maintenance staff to address requests and complaints made by guests.
- Trained 5 new employees on company standards and regulations. Identified vulnerabilities and suggested improvements for our hotel system.
- Led the daily team meeting and reported hotel and guest experience satisfaction scores.
- Created Competitive Rate Analysis and Marketing Rate Reports for sales director.
- Built social media marketing pages on Facebook and Instagram.
- Reported suspicious activity and profile hacking to Marriott support team.
- Managed sanitation for food and kitchen areas.
- Prepared and cooked food for guests.

Education

High school diploma, Aug 2011 - May 2015

Washington County High School, Sandersville, GA

Courses

Power Skills, May 2023

NA Apprenticeship

Coursera, Apr 2023

Scrum Master

Google Project Management, Feb 2023

Coursera

Google Data Analytics Specialization, Mar 2023

Coursera

IBM Cybersecurity Analyst Specialization, Jun 2023

Coursera

Skills

QA Automation Testing, QA Manual Testing , WorkSoft Certify, SAP Fiori, Quality Assurance, Process Improvement, SaaS, Phishing Triage, Incident Response, IT Support, Data Analysis, Microsoft Excel, Project Management, Agile, Customer Service, Retail Sales, Upselling, Office Administration, Hospitality, Supervising , Front Desk, Operating Systems, Data Entry.

References

Lokanadh Gudla, Accenture (*glokanadh@gmail.com*, (678) 938-6376),

Chris Powers, Townplace Suites Marriott ((203) 520-1570),

Denise Stroman, Townplace Suites Marriott ((803) 341-2446),

Kari Morani, Townplace Suites Marriott ((404) 934-7830).

Language

English (*Native*).