

4 Questions with...



Yvonne Aponte

Quality Assurance/Quality Control Manager
TransCore

Why did you decide to major in CIS?

In the position I held at the time, I had the opportunity to streamline an Access Database as well as utilize SQL scripts to maximize efficiencies in my job duties. I enjoyed using the various tools available and wanted to learn more. I

decided to go back to school to advance my career. I chose QCC because of its convenient location and the affordable education. The large selection of online classes suited my busy schedule. In nearly every class, whether it was Public Speaking, Human Relations in Organizations, Systems Analysis & Design, Advanced Technical Writing or a programming language, I learned something applicable to my past and current positions.

How did you get your position at TransCore?

I started out as an Accounts Receivable Clerk in 2000, and was promoted to Surety Bond Coordinator. With the knowledge I gained at QCC as well as additional technologies I taught myself, I was able to assist other departments with their daily processing workload. Having this broader understanding led to my promotion to Commercial Department Supervisor in 2005. My constant drive for improvements resulted in the promotion to QC/QA Manager, which allows me to evaluate all processes handled in the Service Center.

Can you describe some of your typical daily tasks and responsibilities at TransCore?

I ensure Quality Assurance methods are in place and followed. I examine positions, departments and work flows for improvements. I ensure that the Training and Policy & Procedure Manuals are kept current. I create new and modify existing SQL scripts to streamline processes or extract data. I evaluate and test system upgrades.

I like that my job is rarely routine. It is often challenging and new, which keeps it exciting. I enjoy discovering something new, streamlining an existing process, working with other team members to make our location successful and noticed.

Any words of wisdom for QCC students enrolled in the program?

If taking a course that has an introductory class and an intermediate class (for example, Visual Basic I & II), choose a class where the instructor teaches both courses. That way, you are accustomed to the teaching style and expectations. Additionally, the instructor knows what was taught in the previous class, to ensure there are no gaps to what will be learned in the next class. Choose a transfer school early on. Work with the transfer department and the transfer school to ensure you maximize your time and choose courses that will transfer. Most of all—enjoy your time at QCC. Make friends and maybe even find a mentor. Those things will last a lifetime.

The Path to Success

Accounts Receivable Clerk
TransCore – 2000

Surety Bond/Quality Assurance Coordinator
TransCore – 2000

Commercial Department Supervisor
TransCore – 2005

Associate Degree, Computer Information Systems –
Programming
Quinsigamond Community College – 2009

Quality Control/Quality Assurance Manager
TransCore – 2009

Associate Degree, Computer Information Systems –
Database Administration
Quinsigamond Community College – 2011

Awarded: Outstanding Student of the Year
Quinsigamond Community College – 2011

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