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# Example of Advocate Job Description

Our growing company is looking to fill the role of advocate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for advocate

* Pair with developers to write clean and maintainable test code
* Ask questions and challenge others to consider the consequences of design decisions
* Working with developers to understand how they interact with the Skills Store, and providing valuable feedback to business and development teams to help shape tools, processes, and systems in place for developers
* Offering consultation to your developer support colleagues, working with key contacts in related teams to establish yourself as a subject matter expert in contact topics such skill certification
* Communicate with clients in a proactive, consultative & professional manner
* Understand, process and follow-through on client requests to ensure client satisfaction
* Use our proprietary internet-based performance reporting application to assist clients with proper navigation and be able to explain the functionality
* Efficiently act as the exclusive professional for a portfolio of clients with day-to-day requests, quarterly batch reporting processes, questions
* Help developers plan and build automated checks at the right levels of the system to provide the optimal return of feedback to cost of ownership of the test suite
* Recruit and lead a team of Team Leads and Customer Advocates

## Qualifications for advocate

* Must have a High School diploma or GED and some college coursework
* Team oriented and possess strong interpersonal communication skills
* Knowledge of and ability to apply the concept of the test pyramid
* A minimum of one year experience with quality assurance and testing of software applications
* Bachelor’s Degree, ideally with an emphasis in communications or technology
* 2+ years’ experience working directly with customers to address and resolve issues, preferably in support of a technical product or service