

Jai' Davis

ASPIRING QA TESTER | QUALITY ASSURANCE SPECIALIST

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Objective

Aspiring QA Tester transitioning from healthcare operations. Experienced in documentation accuracy, workflow auditing, and process improvement. Skilled at identifying errors, maintaining data integrity, and ensuring compliance. Currently completing QA certifications to build technical proficiency in manual testing, defect reporting, and SDLC methodologies, with a strong commitment to accuracy, documentation, and team collaboration.

Experience

Enrollment Specialist, Blue Cross Blue Shield

2024-PRESENT

- Ensured data accuracy and compliance across 500+ member benefit cases.
- Documented and audited workflows for system improvements and training consistency.
- Partnered with IT to troubleshoot access issues and validate data integrity during system updates.

Tax Specialist, ShyftOff

2019-2024

- Analyzed and resolved client-reported software issues, ensuring accuracy and functionality within tax preparation systems.
- Documented troubleshooting steps and escalated defects to technical teams.
- Provided clear process-based guidance to improve user experience.

Education

University of the People, B.S. Computer Science

Expected 2027

Johnson County Community College, A.A. Liberal Arts

2020

Technical & Core Skills

- Manual Software Testing
- Test Case Design
- Attention To Detail
- Data Accuracy
- Defect Tracking (Jira)
- Quality Documentation