

Kathy Davis

Quality Assurance Professional | Healthcare Domain Knowledge

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PROFESSIONAL SUMMARY

Detail-oriented QA professional transitioning from healthcare with proven skills in **systematic analysis, meticulous documentation, and user advocacy**. Combines hands-on QA training in **web/mobile testing** with 10+ years of healthcare experience in **regulated, detail-oriented environments**. Proficient in **functional, UI, smoke, and regression testing** using Jira and TestRail. Seeking to apply healthcare rigor and QA methodologies to ensure **software quality and user satisfaction**.

HEALTHCARE DOMAIN EXPERTISE

- Medical Terminology • Data Analytics & Entry • Revenue Cycle Operations
- Filing Medical Claims & Appeals • Investigative & Advocacy Skills • EMR Systems
- Customer Support & Communication • Continuous Learning & Improvement
- Patient Access & Scheduling • Healthcare Administration
- Multitasking & Organization • Financial Assistance Programs

TECHNICAL QA SKILLS

Testing Methodologies: Functional Testing, UI Testing, Regression Testing, Smoke Testing, Exploratory Testing, User Acceptance Testing, Manual Testing

Testing Tools & Platforms: Jira, TestRail, Chrome DevTools, ADB, Android Studio, Xcode, iOS, Android, Windows, macOS, Cross-browser Testing

Domain Expertise: Healthcare Systems, HIPAA Compliance, Insurance Workflows, Regulatory Environments, User Advocacy

Transferable Skills: Systematic Analysis, Requirements Verification, Process Documentation, Quality Assurance, Defect Tracking, Stakeholder Collaboration, Attention to Detail

CAREER TRANSITION & PROFESSIONAL DEVELOPMENT

Professional Development | Nov. 2023 - Present

- Completed intensive QA bootcamp with hands-on externship, building portfolio of **test documentation and bug reports** for web/mobile applications.
- Continuing skill development through bi-monthly graduate meetings, collaborative Python projects, and ongoing technical practice.
- Maintain and enhance QA knowledge through course review, focusing on **UI requirements, functional testing, and processing documentation**.
- Refresh technical skills through UI/UX coursework and tools research (**Jira, TestRail, Chrome DevTools**).

QA EXPERIENCE & EXTERNSHIP

QA Externship | Careerist | Remote | February 2025 – July 2025

- Executed comprehensive testing including functional, UI, smoke, and regression testing across web and mobile platforms (iOS, Android)
- Designed and documented 50+ test cases in TestRail, creating systematic test coverage for application features and user workflows
- Identified, documented, and tracked defects in Jira with detailed reproduction steps, screenshots, and severity assessments
- Performed cross-browser testing using Chrome DevTools for debugging and compatibility verification
- Conducted mobile testing with ADB and Android Studio across different devices and OS versions

WORK EXPERIENCE

Executive Assistant | John C. Murphy Community Health Center | St. Louis, MO | Apr 2025 – Present

- **Coordinates cross-functional projects across 5+ departments**, ensuring deliverables meet quality standards and deadlines through systematic tracking methodologies.
- Processes payroll with **99% accuracy**, implementing systematic validation checks to ensure error-free compliance.
- Manages **stakeholder compliance processes** through follow-up meetings with department managers, applying de-escalation techniques to maintain productive dialogue during challenging conversations
- **Manages executive scheduling and project coordination**, optimizing calendar efficiency, providing time management alerts, and **coordinating logistics** for meetings and events
- Implemented standardized documentation systems that improved information accuracy by ~25%, with templates adopted department-wide
- Conducts quality assurance reviews for executive communications monthly, catching, and correcting errors before C-suite distribution.

Contract Case Coordinator (Contract) | Mindlance | New Jersey, New Jersey | Nov 2024 – Mar 2025

- Took patient calls, completed registration applications, and identified gaps in care, **ensuring compliance and accuracy**.
- Advocated for patients to attend appointments and provided incentive guidance, demonstrating **user-centered problem-solving** and documentation skills.

Case Manager | Department of Health & Senior Services | St. Louis, MO | Sept 2011 – Feb. 2022

- Designed and executed patient assessment protocols evaluating 10+ eligibility criteria, creating **structured frameworks similar to test case design**.
- Developed detailed care plans based on systematic analysis of patient needs, translating requirements into actionable documentation.
- Maintained perfect regulatory compliance across all patient interactions, demonstrating meticulous attention to process adherence.
- Collaborated with multidisciplinary teams to coordinate care delivery, ensuring protocol adherence across stakeholders.

EDUCATION

Concordia University | Mequon, WI | 2010 - 2012
Bachelor of Arts in Healthcare Administration