

Edna Galindo

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Profile

I am a social change maker that leverages technology to address and improve the human condition, with a focus on healthcare and STEM education for our youth and beyond.

Experience

WAMBI | Philadelphia, PA

QUALITY ANALYST (2019- Present)

Work on a scrum team to continually develop our proprietary software. Test manual usability and bug testing of the platform. Document articulate records of findings in order to ensure resolution. Approach all tasks with an eye for improvement by seeking to continuously enhance testing processes, while synthesizing information into meaningful data. Communicate workload and progress to the Staff Software Engineer in Test Present findings to software development team when appropriate. Create and maintain meaningful test plans, QA checklists, tools, and scripts.

QUALITY SPECIALIST (2018- 2019)

Focus on quality assurance and custom client configurations. Perform manual bug testing with the quality assurance team and work closely with the Client Experience Manager, Project Manager, Product Manager, and Implementation team to configure the Wambi platform to meet client needs. Troubleshoot issues and support help desk ticket resolution

ENGAGEMENT SPECIALIST (2018- 2018)

Trained and onboarded all employees in hospitals, health systems, and other healthcare organizations. Collaborated with Account Manager to develop targeted and strategic approach for training and implementation. Developed and maintain relationships with key client stakeholders. Served as point person in hospitals for questions, feedback, testimonials, and positive support.

UESF | Philadelphia, PA

PROGRAM CASE MANAGER (2018 - 2018)

Collaborated with families in Philadelphia and developed personalized housing stability plans. Followed-up with families to encourage accountability, and progress towards their long-term goals. Provided data, and narrative information to Directors for periodic reports. Regularly met with Executive Director, and Program Directors to provide macro-level feedback, and creative ideas to continually develop processes. Presented to diverse audiences to promote various services. Built relationships with a wide variety of service providers to attract partners, and key investors.

BENEFITS DATA TRUST | Philadelphia, PA

QUALITY RESOLUTION SPECIALIST (QRS) (2016 - 2018)

Provided high-quality, considerate support to individuals and households struggling with barriers for benefit enrollment. Built relationships with directors and supervisors of various administering agencies to address high-level process related issues. Researched policy changes and learned administering agency processes to solve complex cases that presented enrollment barriers. Assisted our partners as Lead HelpDesk liaison for our proprietary software. Reported bugs, and provided suggestions to Quality Assurance Coordinator to improve our software and then end-user experience

BENEFITS OUTREACH SPECIALIST (BOS) (2014-2016)

Maintained detailed knowledge of public assistance programs, including eligibility and processing rules, in order to effectively guide clients through benefit applications.

PHILADELPHIA SPORTS CLUBS | Philadelphia, PA

MEMBERSHIP SALES CONSULTANT (2012-2013)

Promoted from a front desk position to MSC. Attended community events to promote our clubs and built relationships with local businesses to increase sales. Worked with other MSCs to create incentives to attract new members.

SABRINA'S CAFE | Philadelphia, PA (2011-2012)

SERVER

Promoted from hostess to server. Provided large volumes of guests with personable, confident service. Trained incoming team members.

Education

TEMPLE UNIVERSITY (2007-2010)

Completed three years towards a Bachelor of Science

LATINO PARTNERSHIP LEADERSHIP INSTITUTE (2009-2010)

Attended courses on leadership development, non-profit management, and grant- writing, with a focus on social justice and multi-cultural advocacy.

Penn LPS Coding Boot Camp (2021-Present)

Rigorous 24-week, that covers computer science fundamentals, front-end, and back-end development.

Recognition

CODE4PA HACKATHON 2017

Best use of Data/API, Team Award

Collaborated with a team of software engineers and data analysts and received a specialty award for our DataDetective tool, which aimed to integrate all the economic, education, and health-related datasets available on data.pa.gov

BDT's BETTER IDEA CHALLENGE 2017

First Place, Team Award Proposed the use of qualitative data and machine learning to improve outreach methods and reduce operating costs.

Projects

VIBE CLOUD

Vibe Cloud uses two APIs to generate restaurant review word clouds. The first API returns a list of restaurants in a ZIP code provided by the user, as well reviews of those restaurants. The second API generates a word cloud from the text of the returned reviews. This project was created with the Materialize framework and is written with HTML, CSS, and JavaScript. Link to Project: <https://marys0l.github.io/vibe-cloud-project/>

WEATHER DASHBOARD

Weather Dashboard allows users to see the weather for multiple cities, weather information includes the date, an icon representation of weather conditions, the temperature, the humidity, the wind speed, and the UV index. This project was written with HTML, CSS, JavaScript and the <https://openweathermap.org/> API. Link to Project: <https://marys0l.github.io/weather-dashboard/>

PASSWORD GENERATOR

Password Generator allows user to generate a secure password by answering a series of prompts, after which the generator presents a secure password for the user. This project was written with HTML, CSS, JavaScript. Link to Project: <https://marys0l.github.io/password-generator-/>

Knowledge

Spanish fluency, Microsoft Office, Slack, Wrike, Salesforce, Jira, Asana, HTML, CSS, Scrum, GitHub, Git, FIGMA, Miro