

**Erica Elaine Boyd**  
**65 Cassandra Blvd Unit 206, West Hartford, CT 06107**  
**617-678-8043 ♦ saviora@gmail.com**

---

**Quality Assurance Analyst** with more than 5 years of experience in IT analysis, business analysis, quality assurance and editorial assistance. Frequent temporary assignments have resulted in the ability to learn new tasks quickly and easily adapt to change.

**EDUCATION:**

Bachelor of Arts and Sciences, Japanese Language and Literature  
Wellesley College, Class of 2006

**PROFESSIONAL EXPERIENCE:**

**Temporal Annotator** (temporary position) **January 2012 to Present**  
SUNY, Albany, NY (via SUNY)

- Working remotely between 5 - 20 hours per week tagging and linking time and event references within hospital records in order to create a narrative timeline and improve the efficiency of database searches for patient histories.

**Guest Recognition Coordinator** (temporary position) **April 2011 to August 2011**  
Ritz – Carlton, Boston, MA (via Hollister Associates)

- Ensured that the amenities of the V.I.P. guests were assessed and delivered.
- Went above and beyond the call of duty to locate jasmine candles for the In- Room Dining Dept. as well as put together the May newsletter for the Residences in the manager's absence.

**Editorial Assistant** (temporary position) **August 2010 to September 2010**  
Nature Publishing, Cambridge, MA (via OfficeTeam)

- Brought on to ensure that the September deadline was met after staff was cut; assisted with the web editing and mobile application publishing of educational materials for Scitable.com.
- Tight deadline was met due to strong learning curve and willingness to work overtime.

**Editorial Assistant** (temporary position) **February 2010 to August 2010**  
Pearson, Inc., Boston, MA (via Leafstone Staffing)

- Assisted with the proofing and revising of the FL, GA, and National middle school (grades 6 & 7) textbooks for the Social Studies Curriculum department.
- Enabled the department to deliver ahead of schedule
- Remove flaws in the artwork and organization of the textbook page numbers and quiz topics that would have otherwise been overlooked.

**Assistant Director of Student Care**  
Lesley University, Cambridge, MA

**September 2008 to January 2010**

- Reviewed and processed graduate applications for NH, ME, and central and western MA satellite program admissions.
- The admission process was made more expedient by the improved letters, emails, and other correspondence to students that I assisted in creating.

**QA iBAAG Analyst** (temporary position)  
United Health Group, Hartford, CT(via Aerotek)

**September 2007 to January 2008**

- Ensured the accuracy of customer benefits through proofing and fact-checking; also applied and audited state legislation.
- Instrumental in discovering and correcting inaccurate language that prevented same-sex couples from receiving the insurance coverage to which they were entitled.

**Repricing Specialist** (temporary position)  
Aetna, Windsor, CT (via Enherent)

**April 2007 to September 2007**

- Provided proper discounts on procedures based on the available provider contracts.
- Repriced PPO medical and dental bills while exceeding daily bill quota on a regular basis.

**Eligibility QA Analyst** (temporary position)  
CIGNA Healthcare, Bloomfield, CT (via Kelly Services)

**June 2005 to August 2005**

- Aided in making CIGNA's eligibility policies compliant with HIPAA by providing assistance with implementing the appropriate changes to all member eligibility platforms.
- Enabled managers and other testers to track changes in HIPAA - compliant eligibility requirements and the resulting altered functions of their data and record systems.

**COMPUTER SKILLS:**

Proficient in:

- |                        |                                |
|------------------------|--------------------------------|
| • Microsoft® Office    | • Mozilla Thunderbird          |
| • Mac OS               | • Microsoft® Outlook           |
| • Windows NT through 7 | • Adobe Reader                 |
| • Test Director        | • Microsoft® Internet Explorer |
| • Opera (database)     | • Lotus Notes                  |
| • Datatel              | • 7 – ZIP                      |
| • Mystique             | • FTP                          |
| • Microsoft® Publisher | • Total Uninstall              |
| • Smart Review         | • CSS                          |
| • Mozilla Firefox      | • ORBIT/CDX                    |
| • Adobe Photoshop      | • Ubuntu                       |
| • Microsoft® Entourage | • Opera (Browser)              |

**SUMMARY OF QUALIFICATIONS:**

- |                                   |                              |
|-----------------------------------|------------------------------|
| • Web applications/content design | • Quality assurance analysis |
| • Online/mobile publishing        | • Customer service           |
| • Writing/editing                 | • Japanese language skills   |

## REFERENCES:

### **Kyle Murphy, PhD**

Assistant Editor  
Nature Publishing Group  
25 First Street, Suite 104  
Cambridge, MA 02141 USA  
Phone: 617.475.9209  
Email:  
k.murphy@us.nature.com

### **Michele Chaurette McKenna**

Associate Director of Student  
Care  
Office of National Programs  
Lesley University  
29 Everett Street  
Cambridge, MA 02138  
Phone: 800-999-1959 x8569  
Direct Phone: 617-349-8569  
E-Mail:  
mchauret@lesley.edu  
www.lesley.edu

### **Aaron M. Price**

Editor, Social Studies  
Pearson  
501 Boylston Street, Suite  
900  
Boston, MA 02116  
Email:  
aaron.m.price@pearson.com  
Phone: 617-671-2464

### **Lisa Sabatella**

Project Manager  
CIGNA Healthcare  
900 Cottage Grove Rd  
Bloomfield, CT 06002  
Phone: 860-226-8717  
Email:  
LisaMarie.Sabatella@cigna.c  
om

### **Clare J. Mazur**

WebIT Release Management  
CIGNA Healthcare  
900 Cottage Grove Rd  
Bloomfield, CT 06002  
Phone: 860.226.0333  
Email:  
clare.mazur2@cigna.com

### **Melynda Peloquin**

Project Manager  
United Healthgroup  
450 Columbus Blvd  
Hartford, CT 06103  
Email:  
melynda\_g\_peloquin@uhc.c  
om  
Phone: 860-702-6954

### **Barbara Sorensen**

Winds of Change magazine  
4450 Arapahoe Ave. Ste 100  
Boulder, CO 80303  
Phone: (303) 448-8853  
Email: woc@indra.com  
www.wocmag.org