



BRIANNA BROCKINGTON

Software Engineering | QA Analyst | IT Support |
Senior Pharmacy Technician

PERSONAL PROFILE

Detailed-oriented Software Engineering student with strong foundations in Quality Assurance, IT support, and full-stack development. Skilled in manual testing, test case design, defect documentation, and API testing using Jira, Postman, and Chrome DevTools. Hands-on experience with Java, Python, JavaScript, C#, C++, SQL, HTML/CSS, and AWS cloud fundamentals. Bringing 6+ years of accuracy-critical healthcare technology experience requiring investigation, documentation, and cross-functional communication. Seeking entry-level roles as a QA Analyst, IT Support Specialist, or Software Engineering Intern with growth potential toward SDET, full stack, and cloud engineering.

CONTACT

- 813-860-6142
- briannab1997@gmail.com
- [Portfolio](#)

EXPERTISE

- UX Design
- Cloud Foundations
- Manual Testing
- Bug Reporting

SOFTWARE KNOWLEDGE

- Java/JavaScript
- Python
- C++
- MySQL

TROUBLESHOOTING

PERSONAL SKILLS

- Creativity
- Team building
- Communication
- Problem Solving
- Leadership

WORK EXPERIENCE

CERTIFIED PHARMACY TECHNICIAN – DR. CALL

Humana / Dec 2025 - present

- Provides resolution or outreach for resolution on prescriptions that are incomplete, invalid, or contain clinical issues preventing the fulfillment of the request
- Decisions based on interpretation of area/department policy and methods for completing assignments

SENIOR PHARMACY TECHNICIAN

Centene / Feb 2024 - Dec 2025

- Investigate prescription and prior-authorization discrepancies in multiple systems, resolving data and workflow errors.
- Document decisions and case notes with precision, mirroring structured QA defect and requirements documentation.

PHARMACY CARE COORDINATOR

OptumRx / May 2019 - Feb 2024

- Managed high-volume case queues, verifying prescription accuracy and identifying inconsistencies before processing.
- Performed root-cause analysis on recurring issues and escalated complex cases, similar to ticket triage in IT support.

PROJECTS

BLOSSOMAI – RELATIONAL AI CHAT ASSISTANT

- JavaScript, Node.js, Vercel, OpenAI API
- Built a custom relational chatbot with multiple personality modes (soft, sassy, professional)
- Implemented serverless API routes with secure environment variables

TRAVEL EXPLORER – API-DRIVEN TRAVEL DASHBOARD

- JavaScript, REST APIs, UI/UX
- Integrated weather, attractions, and maps API data

ADDITIONAL PROJECTS AVAILABLE ON MY [PORTFOLIO](#).

EDUCATION

BACHELORS IN SOFTWARE ENGINEERING

Western Governors University (WGU) / 2024 - 2027 (expected)