Kayla Gilbert

QA Engineer · Behavioral Health SaaS

Bentonville, AR · Remote · kayla@snackdriven.com · LinkedIn · GitHub · Portfolio

SUMMARY

I'm the only QA on 8 behavioral health SaaS products. Six years in testing. Release risk management, regression strategy, and keeping a 2x/week cadence going across two boards without dropping coverage. I've built 14 scripts and a test framework to make that sustainable, but the job is still mostly about knowing what to test and when to hold a release.

TECHNICAL SKILLS

Testing: Playwright, Selenium, Cypress, Postman, GraphQL validation, exploratory testing, regression design
Domain: Behavioral health SaaS, HIPAA, no-code platforms, 988 crisis dispatch, Medi-Cal
Tools: Jira, Confluence, Git, CI/CD, TestRail
Languages: TypeScript, Python, SQL, Node.js
Frontend: React, Tailwind, Storybook
AI: Claude API + Code, Gemini (video triage)

EXPERIENCE

Senior QA Specialist · Chorus Innovations   Sep 2024 – Present
- Only QA on 8 products handling 988 crisis dispatch, Medi-Cal authorizations and court-ordered care tracking. Two release boards, shipping 2x/week.
- ~230 releases across both boards over 2.5 years. Evidence trails hold up to HIPAA audit.
- Release readiness system I put together. Gate checklists tied to environment state, regression grouped by mutation type instead of UI flow, risk-tiered LOE model for scoping.
- Tested across a legacy no-code stack (no staging, QA in production) and a newer React/GraphQL/Terraform stack with proper dev/staging/prod.
- 14 scripts to automate the paperwork (video capture for audit, Jira release summaries, daily QA digests, form autofill). Documentation went from ~4 hrs/wk to under 1.

Software QA Specialist · Chorus Innovations   Apr 2023 – Sep 2024
- Two stacks, very different testing stories. The legacy no-code platform didn't have staging (QA in production), the newer React/GraphQL/Terraform stack had proper dev/staging/prod.
- Second release board spun up and I took it on solo. Kept 2x/week going. Caught 8 high-priority bugs before production, including data persistence failures, validation logic and state issues across roles.

Software Quality Engineer II · Ultranauts   Oct 2021 – Feb 2023
- QA on fintech, enterprise SaaS, and data tooling client projects: multi-role workflows, Selenium suites for complex business rules, data flowing between systems. Took on bigger engagements over time; promoted to SQE II.

Software QA Engineer I · Ultranauts   Feb 2020 – Sep 2021
- Started part-time, went full-time within 8 months. Manual and exploratory testing across multiple client products. Wrote regression suites and test docs.

Virtual Assistant · Self-employed   Mar 2019 – Jan 2020
- E-commerce fractional work: CMS, scheduling, content updates, invoicing. Ran website and code audits and tested a mobile app for accessibility.

Assistant General Manager · Sonic Drive-In · 5 years   Jan 2014 – Dec 2018
- Managed daily operations and staff at a high-volume location. Raised service speed and politeness scores 15% by coaching the team and acting on customer feedback.

PROJECTS

jira-local · github.com/snackdriven/jira-local
- Local Jira client I built for ticket triage. React, TypeScript, MIT licensed, public repo.