
KAYLA YOUNG (GILBERT)

Senior QA Engineer | AI Workflows & Internal Tools

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SUMMARY

Senior QA Engineer with 6+ years investigating complex workflows, persistence failures, and ambiguous requirements. Designs practical AI-assisted tools and review steps that turn scattered context into work people can act on.

EXPERIENCE

Chorus Innovations

Apr 2023 - Present | Remote

Senior QA Engineer

Sep 2026 - Present

- Directed a platform-wide, four-day AI-assisted staging investigation; reviewed evidence for 250 documented findings and organized them into 23 recurring failure patterns to prioritize data risks.
- Own care-module test automation strategy across backend, API contract, and UI layers; work with product and engineering on risk-based checks and fix criteria.

Senior QA Specialist

Sep 2024 - Sep 2026

- Investigated failures in conditional forms, role-based workflows, and data persistence across save and refresh cycles.
- Designed a personal release-reporting workflow that combined Jira status, GitHub pull requests, and release discussions into Google Docs and Confluence updates used by colleagues.

Software QA Specialist

Apr 2023 - Sep 2024

- Tested healthcare applications across React, GraphQL, and a legacy no-code platform; documented exploratory, regression, and smoke coverage in Jira and Testmo.

Ultronauts Inc

Feb 2020 - Feb 2023 | Remote

Software Quality Engineer II

Oct 2021 - Feb 2023

- Planned exploratory and regression testing for multi-role workflows and complex business rules; identified where automation would justify its maintenance cost.

QA Tester / Software QA Engineer I

Feb 2020 - Sep 2021

Manual and exploratory testing across client projects.

SELECTED PROJECTS

Personal QA Workflow. Designed runbooks and evidence reviews connecting ticket context, recordings, HAR logs, and GraphQL state. Review caught mislabeled screenshots, environment mix-ups, and saved settings that differed after reload.

AL80 Studio. Directed AI-assisted implementation of a keyboard control panel. Debugged a screen that kept the old picture despite successful transfer logs; confirmed timing and view-switch fixes on hardware.

Felt Presence. Shaped a haunted craft shop's reader and recurring AI-assisted content workflow. Connected approved story/image pairs to automatic publishing, with checks that keep incomplete pairs pending.

SKILLS & TOOLS

QA: Debugging, exploratory and regression testing, test planning, defect investigation, risk prioritization

AI workflows: Workflow design and orchestration, output verification, tool configuration, Model Context Protocol (MCP)

Tools & technologies: Playwright (AI-assisted investigation), Git, Jira, GitHub Actions, GraphQL, SQL familiarity