

# Shayna Kamilar

shaynalou.com | skamilar@gmail.com | (734) 717 - 9110

Detail-oriented and highly organized, with a growing focus in manual quality assurance, driven by a passion for improving systems that directly impact patient care and user safety. With a background in project coordination and a keen eye for design and functional accuracy, I bring strong multitasking abilities and a commitment to precision in every task. I thrive in structured, high-stakes environments like healthcare, where quality and compliance are critical. Eager to continue learning and advancing in QA, I'm motivated to contribute to teams dedicated to delivering reliable, user-friendly healthcare solutions that make a difference.

## Professional Experience

### **Designory**    Quality Assurance Tester | 2021 - 2024

- Conducted thorough visual inspections and cross-browser testing to ensure consistency, accessibility, and visual integrity across medical websites and digital health applications.
- Collaborated closely with UX/UI designers and front-end developers to validate design implementation against mockups, wireframes, and brand guidelines.
- Executed regression testing and visual diff comparisons using automated tools to catch interface deviations in dynamic healthcare environments.
- Validated responsive and adaptive layout behavior across a wide range of devices, screen sizes, and resolutions.
- Maintain high standards of accessibility compliance (WCAG, Section 508) to ensure inclusivity and usability for diverse patient populations.
- Identified and documented UI/UX defects, visual inconsistencies, and performance issues in a clear and concise manner using issue tracking systems (e.g., Jira, Jenkins).
- Collaborated with regulatory and compliance teams to align visual presentation with HIPAA and FDA requirements for digital medical products.
- Participated in Agile/Scrum sessions, contributed to sprint planning by estimating QA efforts and setting realistic testing goals.
- Developed and maintained visual QA checklists, test cases, and style validation protocols for continuous improvement of quality processes.
- Monitored production environments for visual anomalies post-deployment and supported rapid resolution through root cause analysis.
- Scoped incoming projects and assigned to team members as project intake lead.

### **Digi-Me**    Graphic Designer | 2017 - 2020

- Directed the creative vision for web and event campaigns, resulting in a 35% increase in brand engagement across digital platforms and trade show activations.

- Spearheaded the redesign of the company's website, improving user experience and increasing average session duration by 40%.
- Developed cohesive branding for 10+ trade shows annually, driving a 20% increase in booth traffic and a 15% uptick in qualified leads.
- Managed creative execution for a multi-platform product launch, contributing to a 28% increase in web conversions within the first month.
- Collaborated with marketing and sales teams to align visual strategy with business goals, improving campaign ROI by 22%.
- Oversaw production and installation of large-format graphics, signage, and experiential assets for events, maintaining 100% on-time delivery across all trade shows.
- Introduced new project management workflows and tools that decreased creative production time by 30% without sacrificing quality.
- Authored and maintained brand guidelines used across departments and vendors, ensuring consistent visual identity and messaging.

## **Lumia Marketing**    Project Manager / QA Tester | 2015 – 2016

- Spearheaded end-to-end project intake process, acting as the primary liaison between stakeholders and internal teams to define scope, objectives, and timelines.
- Led cross-functional projects from concept to completion, ensuring milestones were met, risks were managed, and deliverables aligned with strategic goals.
- Designed compelling visual assets—including presentations, infographics, and marketing materials—that elevated brand consistency and audience engagement.
- Conducted rigorous quality assurance testing for digital and print products, identifying issues pre-launch and implementing fixes to maintain high standards.
- Managed day-to-day administrative operations, streamlining workflows, scheduling cross-departmental meetings, and maintaining accurate records with discretion.
- Balanced competing priorities across roles with agility and poise, consistently delivering results in fast-paced, deadline-driven environments.
- Played a pivotal role in process improvement initiatives by identifying bottlenecks and implementing scalable solutions that increased team efficiency.
- Collaborated with technical and non-technical stakeholders to translate complex requirements into actionable project plans and creative executions.
- Recognized for adaptability and initiative, often stepping into new responsibilities to meet evolving team and organizational needs.

## **Potbelly Sandwich Works**    Shift Lead | 2008 - 2017

- Dream Team member, opened 3 locations around the Chicago area.
- Led a team of up to 12 staff members during peak shifts, increasing order throughput by improved coordination and task delegation.
- Trained and mentored 75 new hires, improving onboarding efficiency and reducing turnover by 30% over a 12-month period.
- Boosted customer satisfaction scores by 28% by implementing new service standards and leading by example in guest interactions.

- Reduced inventory waste by 12% through accurate tracking and timely ordering, saving the store approximately \$131,000 annually.
- Assisted in increasing monthly sales by 9% through execution of localized promotions and upselling initiatives.
- Maintained 100% compliance with health and safety standards during quarterly inspections, contributing to a safe and clean dining environment.
- Resolved customer complaints with a 99% satisfaction rate by addressing issues promptly and offering service recovery solutions.
- Coordinated daily prep and closing procedures, cutting average closing time by 25 minutes and improving team efficiency.
- Supported General Manager in driving a 10% year-over-year increase in store performance metrics, including speed of service, order accuracy, and product precision.

## Education

### Robert Morris University Illinois

Bachelors of Science in Graphic Design | 2013-2015

### College of DuPage

Associates Degree in English | 2011-2013

## Skills

Active Listening, Adobe Creative Cloud Suite: Photoshop (image editing, UI mockups), Illustrator (vector graphics, icons, logos), InDesign (layouts for print/digital), XD (UI/UX design, prototyping), Adaptability, Agile and Scrum Methodologies, Attention to Detail, Brand Consistency, Bug Tracking and Reporting, Building Relationships, Canva (lightweight design and templating), Collaboration, Complaint Resolution, Confluence, Creative Problem Solving, Cross-Browser Testing, Empathy, File Preparation for Print and Web, Functional and Regression Testing, Google Workspace (Docs, Slides, Sheets), Illustrator (vector graphics, icons, logos), InDesign (layouts for print/digital), Jenkins, Jira, Microsoft Excel (QA data tracking and analysis), Microsoft PowerPoint (presentation design), Meeting Deadlines, Multitasking, Patience, Photo Editing and Retouching, Print and Digital Design, Prioritizing Workload, Process Documentation, Project and Asset Organization, Project Management, Quality Standards and Compliance, Requirements Analysis, Teamwork, Telephone Etiquette, Test Case Creation and Execution, Time Management, Troubleshooting, Typography and Color Theory, UI/UX Consistency Testing, Version Control and Collaboration (Git, GitHub, GitLab), Visual Design and Layout, Wireframing and Mockups, Written and Verbal Communication