

THISHA SMITH

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TARGET ROLES

QA Analyst | QA Lead | Test Analyst | Quality Assurance Specialist | UAT Specialist | Validation Engineer

PROFESSIONAL SUMMARY

Versatile quality assurance and testing professional with experience spanning software QA, validation, test planning, defect management, UAT coordination, release readiness, automation support, data validation, and enterprise system testing. Skilled in designing and executing test strategies, documenting defects, validating requirements, supporting production readiness, and improving software quality across regulated and enterprise environments.

Background includes QA leadership, graphics validation, .NET enterprise application testing, CRM enhancements, business systems analysis, healthcare data validation, and cross-functional delivery support. Known for strong analytical thinking, defect investigation, process discipline, documentation, and collaboration with business and technical teams.

CORE SKILLS

Quality Assurance & Testing • Test Planning • Test Execution • UAT Coordination • Defect Management • Regression Testing • Functional Testing • Requirements Validation • Release Readiness • Root Cause Analysis • Process Validation • Test Documentation • Automation Support • Python-Based Test Automation • CI/CD Validation Support • Business Analysis

PROFESSIONAL EXPERIENCE

Data & Reporting Specialist

02/2026 – Present

Master Care, LLC – Sacramento, CA

- Records & Reporting Support: Validate and reconcile member-level data for CalAIM reporting, ensuring accurate records, clean files, and compliance with reporting requirements.
- Confidential Data Handling: Retrieve, process, and organize secure files through SFTP, including encrypted files, structured reporting outputs, and payer-specific submission files.
- Data Validation & Quality Review: Utilize advanced Excel functions, reporting logic, and validation techniques to identify discrepancies, improve file accuracy, and support successful monthly submissions.
- Team & Stakeholder Support: Provide reporting updates, clarify data issues, and coordinate with internal teams and leadership to meet regulatory and operational deadlines.
- Reporting Documentation & Process Improvement: Maintain reporting logic, mapping documentation, validation procedures, and audit-ready working files to support repeatable, scalable, and traceable reporting processes.
- Reporting Modernization & AI Workflow Innovation: Support reporting modernization initiatives through process analysis, workflow documentation, validation planning, and evaluation of AI-assisted approaches designed to improve reporting accuracy, operational efficiency, and analyst productivity.

Sales Associate

10/2025 – 01/2026

Macy's – Sacramento, CA

- Provided efficient, accurate customer service while handling high-volume requests, resolving issues, and following documented procedures.
- Maintained clean, compliant point-of-sale records and ensured precise entry of transactions, returns, and adjustments.
- Supported daily store operations through organized task tracking, inventory coordination, and adherence to documented procedures.

Business Data Analyst

06/2023 – 11/2024

Intel Corporation – Sacramento, CA

- Led CRM and internal system enhancements across Business Analyst, Product Owner, and QA roles, translating business needs into clear requirements, user stories, and acceptance criteria.
- Directed data governance and automation initiatives, improving reporting accuracy by 30% and increasing team productivity by 25%.
- Built and maintained Power BI dashboards and SQL pipelines supporting executive KPIs and operational reporting.
- Coordinated UAT and release readiness activities to ensure system changes met business and compliance requirements.
- Collaborated with technical and non-technical stakeholders to align priorities, resolve issues, and support timely delivery.

GPU Validation Engineer

04/2017 – 06/2023

Intel Corporation – Sacramento, CA

- Designed and executed validation strategies for DirectX graphics drivers across multiple hardware platforms to ensure performance, stability, and launch readiness.
- Collaborated with engineering and program teams to reduce delivery risks and improve platform reliability.

- Developed Python-based automation, reducing manual testing effort by 40% and accelerating validation cycles.
- Integrated validation processes into CI/CD pipelines to improve testing consistency and documentation.
- Analyzed defects and root causes, contributing to a 35% reduction in post-release issues.

QA Test Analyst Lead

07/2014 – 03/2017

NextGen Information Services Inc. (Client: NJVC LLC) – St. Louis, MO

- Led QA strategy, test planning, execution, and production support for a .NET-based enterprise application supporting government operations.
- Reduced defect leakage by 30% and improved sprint testing efficiency by 40%.
- Coordinated functional, regression, and system testing across multiple environments.
- Mentored team members, improving onboarding efficiency and overall team performance.
- Partnered with developers, analysts, and stakeholders to support continuous improvement.

ADDITIONAL EXPERIENCE

- **Senior QA Test Analyst Lead** – Fusion Technology Solutions | Client: Reed Elsevier | 10/2011 – 02/2013
- **Senior QA Tester / Lead** – Signature Consultants | Client: Wells Fargo | 05/2011 – 10/2011
- **QA Test Lead** – MODIS | Client: US Bank | 10/2010 – 05/2011
- **Senior Analyst, Software Testing & Quality Assurance** – TEKsystems | Client: MasterCard | 08/2009 – 10/2010
- **Senior QA Tester & Business Analyst** – PlumRhino Consulting | Client: Wachovia Securities | 11/2008 – 08/2009
- **QA Consultant** – TEKsystems | Client: MasterCard | 03/2008 – 10/2008
- **COBOL Developer / QA / Business Analyst** – Accenture Inc. | Client: A.G. Edwards | 12/2003 – 12/2007
- **SAS Developer** – CitiFinancial International | 08/2001 – 03/2003

PROFESSIONAL DEVELOPMENT & COMMUNITY INVOLVEMENT

- Participated in Women in Cybersecurity (WiCyS) and Blacks In Cybersecurity (BIC) programs focused on cybersecurity awareness, mentorship, professional growth, networking, and career development.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Microsoft Cybersecurity Analyst Professional Certificate (Coursera) — Completed August 2025
- Certified Business Analysis Professional (CBAP) — In Progress
- Microsoft SC-900: Security, Compliance, and Identity Fundamentals — In Progress
- Introduction to Computers and Operating Systems and Security — Professional Development

EDUCATION

American River College – A.S. Computer Programming, C++ Concentration | May 2023

Vatterott College – A.A.S. Computer Information Systems | May 1997

LEADERSHIP & COMMUNICATION

- Board Member of NIA (Network of Intel African American) ERG, providing strategic guidance to support professional development and community engagement.
- Proven ability to present data-driven insights to cross-functional teams and senior leadership.
- Effective coach and mentor, enhancing team performance through process training and knowledge sharing.