

# KAALIYAH GRAY

[Graykaaliyah054@gmail.com](mailto:Graykaaliyah054@gmail.com)

Delaware, OH

(310) 993-0996

<https://www.linkedin.com/in/kaaliyahgray-b03281237/>

## CAREER SUMMARY

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Detail-oriented Quality Engineer with hands-on experience in quality assurance, automation testing, and product performance improvements across multiple industries. Throughout my career, I've consistently advanced in roles by demonstrating strong leadership, technical expertise and a deep commitment to quality. Known for effective communication skills with a focus on issue resolution and adherence to industry standards.

## PROFESSIONAL EXPERIENCE

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### AIR BNB

Phoenix, AZ/ Remote

#### Quality Engineer Intern

June 2024 – January 2025

- Collaborated with cross functional teams to develop maintain and execute comprehensive test plans and test cases for Airbnb's new web and mobile application products, ensuring quality and stability for the Airbnb's 2024 October release
- Conducted End-to-End (E2E) automated testing and functional regression testing to identify and reported software defects and ensure product quality
- Research production defects by leveraging tools like Cypress and working closely with developers and designers to ensure effective communication and efficient bug resolution

### TEXAS ROADHOUSE

Columbus, OH

#### Bartender/ Trainer

June 2019 - Present

- Consistently provided the highest level of service, promoted to trainer within first year.
- Ensured high standards of service quality were met consistently

### MORGAN STANLEY

Columbus, OH

#### Relationship Manager 2

Nov. 2022 - Oct. 2023

- Provided top-tier financial support to global clients assisting in trading and transferring Foreign Securities on foreign exchange, promoted to level 2 relationship manager in first 8 months.
- Worked closely with senior staff to ensure transparency of financial data pertaining to portfolios & investments with top quality scores for the department for September & October 2023
- Exceeded expectation for quality metrics with top departmental quality score averaging 90% ytd.

### UNITED STATES NAVY

Pearl Harbor, Oahu, HI

#### Gunners Mate

Nov. 2017 - Apr. 2019

- Ensured efficiency of operations for entity specializing in managing armory and issued weapons to qualified personnel.
- Trained and supervised 15+ staff, promoting adherence to organizational policies and industry standards.
- Responsible for operation and maintenance of guided missile launching systems small arms etc.

### MCDONALD'S

Lima, OH

#### Service Manager

May 2013 - Apr. 2019

- Managed high-volume operations, ensuring consistent product quality & excellent customer service
- Trained staff on maintaining service delivery to meet both customer satisfaction and quality goals.

## EDUCATION & TRAINING

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### SKILLS 4- IT

JAVASCRIPT, WEB API, SQL, HTML CSS, GIT & GITHUB FUNDAMENTALS

### YEAR UP

CERTIFICATE – APPLICATION DEVELOPMENT

## TECHNICAL SKILLS

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Proficient in Cypress , JavaScript, Web API, SQL, Html, CSS, Git & GitHub fundamentals, Jira, Salesforce, MS Office, Google Workspace