

DERRICK WATSON

IT Quality Assurance Specialist

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EXPERIENCE



Associate-Projects (Assigned to Sedgwick)

Cogizant

📅 06/2026 - Present 📍 Remote

- Continue supporting the same enterprise applications and QA initiatives for the Sedgwick client
- Lead knowledge transfer sessions for team members to ensure a smooth transition of applications, business processes, and QA responsibilities
- Serve as subject resource for QA processes, application functionality, and regulatory compliance requirements



IT QA Software Specialist

Sedgwick

📅 07/2023 - 05/2026 📍 Memphis, TN

- Led AI-driven testing and automation adoption, enhancing team workflows with modern QA techniques.
- Implemented functional, regression, and integration testing using AI tools; improved documentation and QA efficiency.
- Coordinated test execution and defect tracking with Azure DevOps and ALM Quality Center, ensuring end-to-end traceability.
- Supported automation by validating automated test execution and optimizing regression coverage using Playwright.
- Enhanced testing strategies by developing SQL queries for business logic validation, supporting comprehensive end-to-end testing.
- Mentored junior team members, providing guidance on QA best practices and promoting efficient defect reporting.
- Drove process improvement by identifying automation, AI adoption, and process optimization opportunities.



IT QA Software Technician

Sedgwick

📅 09/2018 - 07/2023

- Designed and executed comprehensive test strategies, test plans, and regression suites for enterprise software applications, ensuring robust test coverage.
- Performed diverse testing types including functional, regression, smoke, UAT, and production validation, contributing to software reliability.
- Supported the defect lifecycle by logging, prioritizing, and validating software defects, improving overall product quality.
- Facilitated onboarding and knowledge transfer for new QA team members, enhancing team integration and performance.
- Maintained QA documentation and metrics, ensuring accurate tracking of testing progress and release validations.
- Collaborated with developers, business analysts, and end users to enhance application performance and usability.
- Contributed to QA process improvements and system reliability initiatives, fostering a culture of continuous improvement.



Financial Service Specialist

Regions Bank

📅 11/2016 - 09/2018 📍 Memphis, TN

- Resolved customer issues either through direct action or referral to alternative branch or bank resources
- Recognized and met customer needs by proactively selling and cross-selling appropriate products and services to new and existing customers
- Built strong customer relationships while supporting financial service needs
- Maintained accuracy, compliance, and attention to detail in daily operations

SUMMARY

Results-driven IT Quality Assurance Specialist with 8+ years of progressive experience delivering enterprise software quality through manual testing, automation, AI assisted quality engineering, and cross functional leadership. Experienced in leading QA initiatives, mentoring, driving test strategy, and improving testing processes across the SDLC. Skilled in AI assisted testing, Playwright, Azure Develops, ALM/Quality Center, accessibility testing, and enterprise regulatory systems. Passionate about leveraging artificial intelligence and automation to modernize Quality Engineering while fostering team growth, collaboration, and continuous improvement

KEY ACHIEVEMENTS

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Accelerated Test Execution

Achieved 30% faster test execution by implementing AI test automation tools.
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Defect Reduction Initiative

Reduced defects by 40% through enhanced root cause analysis and QA process optimization.
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Junior Team Mentorship

Mentored junior team members, enhancing team expertise and QA proficiency.

Developed a standardized QA onboarding handbook and six-week training curriculum adopted by the team to improve onboarding efficiency, knowledge transfer, and new-hire readiness.

EDUCATION



Bachelor of Business Administration: Management Information Systems

University of Mississippi

📅 08/2002 - 05/2008 📍 Oxford, MS

SKILLS

Python	Playwright	GitHub Copilot
Security Testing	Azure DevOps	Agile
SQL	Selenium	Generative AI
Regression Testing	ALM Quality Center	
Scrum	HTML	Prompt Engineering
AI Assisted Documentation	API Testing	
Visual Studio Code	SDLC	

EXPERIENCE

 Certified Assistant Store Manager
Walgreens

 09/2010 - 11/2016  MS/TN

- Directed and aided a team of 15+ employees, including shift leads, cashiers, and sales associates in a high-volume retail environment
- Coordinated daily store operations including staffing, scheduling, inventory control, and customer service performance
- Trained and coached new employees on store procedures, customer service standards, and operational processes
- Led shift operations, delegated responsibilities, and ensured team productivity and accountability
- Provided pharmacy support while maintaining strict compliance with HIPAA privacy regulations and patient confidentiality
- Assisted pharmacist with prescription fulfillment, medication inventory management, and quality control procedures

PROJECTS

AI Assisted Test Automation Framework

- Developed a reusable automation framework utilizing Python, Selenium, and AI tools
- Leveraged GitHub Copilot to accelerate script development

Playwright Automation

- Built end-to-end Playwright scripts automating authentication, navigation, and business workflows to reduce QA LOE by 20% within one month
- Validated cross-browser functionality and application stability