

AZILEE MOORE

Product Manager · QA & Product Operations

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PROFESSIONAL SUMMARY

Product-minded professional with 6+ years at a B2B SaaS company, bridging QA, customer operations, and cross-functional product work. Proven track record building processes that directly improve product quality and engineering efficiency — including a bug triage program that reduced invalid escalations to engineering by 65%. Hands-on experience with API integrations, CI/CD automation in JavaScript, and translating customer feedback into actionable product insights. Brings a data-driven, customer-obsessed mindset to every product decision.

CORE COMPETENCIES

Cross-functional Collaboration · Product Quality & Testing · Bug Triage & Escalation Management · API Integration Testing · CI/CD Automation · Customer Feedback Synthesis · Data Analysis · JIRA · JavaScript · Process Improvement · Stakeholder Communication · Agile/Scrum

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst | **SalesRabbit** · Lehi, UT · May 2021 – Present

- Built and led a cross-functional bug escalation program that validated 100% of incoming support tickets, reducing invalid engineering escalations by 65% and freeing engineering capacity for genuine product issues.
- Partnered with engineering and product teams to define and refine acceptance criteria and testing requirements for new features across web, iOS, and Android platforms.
- Authored and maintained automated regression scripts in JavaScript within a CI/CD pipeline, enabling continuous quality checks and rapid detection of UI and functional regressions.
- Conducted integration testing for third-party API features, including hands-on validation of SalesRabbit's scheduling functionality built on the Nylas API.
- Developed comprehensive test plans and managed defect tracking end-to-end in JIRA, maintaining clear documentation used by engineering, product, and support teams.
- Served as quality gatekeeper across multiple engineering squads, triaging and reproducing bugs to provide actionable reproduction steps and reduce back-and-forth with developers.

Product Support Specialist | **SalesRabbit** · Lehi, UT · Dec 2019 – May 2021

- Resolved 6,900+ customer tickets with 82.8% satisfaction rating and 96% SLA adherence, consistently ranking among the team's top performers.
- Synthesized recurring customer pain points and feature requests into structured product feedback shared with engineering and product teams, directly influencing roadmap prioritization.
- Mentored junior support team members, developing onboarding materials and coaching on product knowledge and escalation workflows.
- Logged and triaged product defects identified through customer interactions, contributing to faster bug resolution and reduced customer-reported issues over time.
- Maintained a personal record of 335 calls handled in a single month (March 2021), a team record that remains unbroken.

SKILLS & TOOLS

Technical: JavaScript, WebdriverIO, Git, CI/CD pipelines, REST API testing, Postman, VS Code, Cursor

Product & Process: JIRA, Agile/Scrum, bug triage, test case design, regression testing, user story definition, product feedback loops

AI & Productivity: Claude AI (daily), Cursor IDE, prompt engineering for workflow automation