

CVETA (CECE) SHALEVSKA

Hybrid Project–Product Delivery Lead | QA Automation | AI-Driven Workflow Optimization

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PROFESSIONAL SUMMARY

Hybrid Project–Product Delivery Lead with **7+ years** driving workflow optimization, system logic enhancements, and cross-functional delivery across complex enterprise environments. Proven track record of contributing to initiatives generating **\$5M+ in business impact** through structured execution, process improvement, and scalable system reliability.

Recognized for transforming ambiguous business needs into clear, actionable requirements, detailed workflows, and measurable system outcomes. Combines **product strategy, QA rigor, and delivery leadership** to drive execution across engineering, product, servicing, operations, and risk teams.

Experienced in **Agile** facilitation, cross-team alignment, blocker resolution, acceptance criteria refinement, workflow mapping, and full development lifecycle support. Brings clarity and momentum to high-impact initiatives by improving communication between technical and business stakeholders.

Strong leadership foundation from managing **70+ staff** in fast-paced operational environments, coaching new hires, improving training systems, and driving performance outcomes. Leverages **AI tools (Cursor AI, ChatGPT, Copilot, QoDo)** to accelerate documentation, expand requirements, model workflows, and design robust test scenarios.

Consistently recognized for elevating delivery quality, strengthening cross-functional collaboration, and contributing to enterprise-scale reliability within a **\$5B+ organization**.

SKILLS

Tools & Technologies: Jira, Confluence, SQL, Postman, Python, Java, Git, Selenium, API Testing, Regression Testing, Agile, System Integration Testing

Core Capabilities: Requirements Analysis, Workflow Optimization, Cross-Functional Delivery, Product Support, QA Strategy, System Logic Validation, AI-Driven Documentation (Cursor AI, ChatGPT, Copilot, QoDo, Mabl)

WORK HISTORY

QA Automation Engineer III (Cross-Functional Delivery Lead)

American Credit Acceptance | 10/2022 – Current

- **Accelerated requirement alignment** by ~50% using AI-assisted workflows, reducing ambiguity and rework across sprints.
- **Reduced manual documentation** effort through AI-driven workflow generation (Cursor AI, ChatGPT, GitHub Copilot).
- Improved requirements clarity and sprint readiness through structured refinement sessions and clearer acceptance criteria, significantly reducing rework and misalignment.
- Strengthened cross-functional delivery by coordinating engineering, product, servicing, and business teams, improving flow and reducing blockers.
- **Enhanced system reliability** by validating complex integrations, API logic, and data rules across multiple internal platforms.

- Expanded regression suites and **improved multi-layer test validation**, increasing test coverage and scenario completeness.
- **Reduced defect turnaround** time through clearer documentation, better triage communication, and more effective alignment with development teams.
- **Leveraged AI tools** (Cursor, ChatGPT, Copilot) to streamline documentation, workflow mapping, and requirement expansion, reducing manual effort and accelerating alignment.
- Strengthened feature quality by ensuring alignment between business logic, expected outcomes, and technology constraints.
- Supported scalable internal workflows within a large **\$5B+ financial ecosystem** by improving logic consistency and system-level validation.
- Served as a central communication anchor, **translating business needs into technical workflows** and ensuring smoother delivery across sprints.
- Drove **process optimization** by identifying workflow inefficiencies and supporting the redesign of logic, validation paths, and handoff processes.

Independent QA Consultant (Confidential Project)

Coach2Coach | 10/2021 – 10/2022

- **Improved workflow reliability** by conducting full end-to-end testing, identifying functional gaps before release.
- Enhanced test scenario coverage by ~25% with structured test design and clear documentation.
- Reduced defect turnaround time by **improving developer-QA communication** and providing detailed reproduction steps.
- Performed API, functional, regression, and usability testing to ensure expected business-rule accuracy.
- Strengthened product quality during releases by supporting **planning**, risk assessment, and workflow validation.

Program & Operations Manager

YMCA | 01/2013 – 04/2021

- Led operations for a high-volume department with 70+ staff, ensuring safety, scheduling accuracy, and strong member experience.
- Improved operational accuracy and reduced scheduling/program errors **by ~30%** through **workflow redesign and system testing**.
- Supervised programs supporting thousands of members annually and contributed to overall facility performance.
- Enhanced staff readiness and reduced onboarding time by **~30%** through **improved training processes and documentation**.
- Tested and validated updates to the YMCA's proprietary registration and scheduling platform, improving workflow reliability.
- **Collaborated** with cross-departmental teams to optimize processes, improve member satisfaction, and resolve operational issues.

PERSONAL PROJECTS

Digital Product Creator & Program Designer

Simplicity Wellness | Sep 2019 – Present

- Developed **multiple digital wellness programs** with structured habit systems, supporting clients across diverse age groups.
- Designed user journeys and onboarding flows that improved client clarity and engagement **by ~40%**.

- **Created** scoring and assessment systems that increased program **personalization** and improved client outcomes.
- **Managed full product lifecycle:** ideation → design → testing → delivery → iteration → retention.
- **Improved** program completion rates by implementing structured systems and feedback loops.

EDUCATION

Goce Delcev University, Macedonia — Bachelor, Health Management

CERTIFICATIONS

- **ISTQB** Foundation
- **OnBase** System Administrator
- **ACA Leadership** Program
- **QA** Automation Bootcamp