

Davil Suffrard

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Summary

I am an operations leader and customer experience professional with 12 years of experience transitioning into QA Engineering and Automation. Throughout my career at organizations like FedEx Express, Waste Management, and The Shade Store, I have built a reputation for mastering proprietary software, optimizing complex processes, and resolving critical system issues through meticulous attention to detail. With a proven track record in operational leadership and process optimization. Expert in mastering proprietary software, coordinating complex tasks, and performing root-cause analysis. Currently leveraging a technical toolkit including Selenium, Katalon Studio, SQL, and API testing to ensure software quality and high-performance user experiences.

Work Experience

Client Experience Manager, The Shade Store, Pompano

01/2024 – Present

- Spearhead the client experience by identifying specific needs and translating them into actionable product and service improvements.
- De-escalate complex issues and manage sensitive conversations with empathy to facilitate solutions for challenging situations.
- Collaborate with sales and production teams to rectify service gaps and enhance the overall brand experience.
- Oversee inbound leads and schedule appointments to assist sales staff in achieving targets.

Dispatcher, Biotouch Medical, Deerfield Beach

10/2022 – 01/2024

- Orchestrated efficient dispatching of client calls while upholding high data accuracy within the software system.
- Monitored the dispatch board to proactively address potential problems and resolve client issues promptly.
- Coordinated courier routes to align with client expectations, including route sheet accuracy checks and negotiation of courier payouts.
- Ensured unwavering adherence to both client and company policies throughout daily operations.

Dispatcher, Waste Management, Remote

10/2022 – 11/2023

- Revamped incoming service orders and addressed related issues, bolstering customer satisfaction levels.
- Cultivated effective cross-departmental collaboration through clear communication with customer service, sales, and operational staff.
- Managed daily operations with precision, prioritizing tasks and maintaining schedules.

- Championed a safe working environment through routine vehicle inspections and proper storage of hazardous materials.

Supervisor, FedEx Express, Boca Raton

06/2018 – 08/2021

- Oversaw team members and business operations, facilitating pick-up and delivery processes.
- Directed the movement, tracking, and administration of trailers while ensuring efficient package sortation.
- Conducted comprehensive training for new hires and utilized collaborative report analysis to enhance operational performance.
- Led daily planning meetings to communicate updates and establish performance expectations.

Education

Degree, Palm Beach State College, Lake Worth

08/2012 – 05/2014

- Associates Degree in Science

Skills

Selenium

Katalon Studio

SQL

API testing

Operations Leader

Customer Experience Professional

Process Optimization

Root-cause Analysis

User Experience (UX) Advocacy

Troubleshooting & Resolution

Cross-functional Collaboration

Lead Management

System Integrity

Real-time Monitoring

Process Coordination

Policy Adherence

Operational Oversight

Logistics Management

Training & Analysis

Planning & Communication

Languages

English

Native

Creole

Native

Projects

Virtual ATM System

- Performed exploratory and structured testing in an Agile environment using only User Stories (Given/When/Then format) without formal design documents or BRDs.
- Designed and executed 30+ positive, negative, and edge-case test cases to ensure core functionalities like login, withdrawals, deposits,

- and transfers met acceptance criteria.
- • Identified and logged 5+ critical defects, including a PIN validation bypass and a withdrawal limit bypass, preventing major security risks prior to release.
- • Uncovered functional inconsistencies in transaction history and date formatting, reducing developer rework and ensuring system reliability.

E-Commerce Platform

- User Authentication & Security: Validated login behavior across web and mobile devices; used SQL to verify login metadata (IP logs/timestamps) and identified a validation bypass bug via keyboard shortcuts.
- Checkout & Promotions: Tested guest checkout workflows and promo code logic; verified database records for accurate order creation and discount application.
- Search & Navigation: Verified UI interactions for filters and sorting; identified a logic mismatch where price sorting functioned differently on desktop vs. mobile.
- Payment Integration: Tested Stripe, PayPal, and Apple Pay integrations; confirmed API responses and webhooks for real-time order status updates.
- Session Management: Validated password reset tokens for expiration and one-time-use logic; discovered a s