Paige Edrington

Project Management · Software QA · Applied AI

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Software QA and project-management professional with more than eight years of experience delivering custom web and mobile software. Now building and evaluating AI products, drawing on hands-on testing, client coordination, and release management. Holds a JD, with an interest in AI governance, accountability, and human oversight.

SELECTED AI PROJECTS

Independent AI Product Work

2026–Present

Developed AI prototypes with ChatGPT and Claude, progressively taking greater ownership of product requirements, design decisions, and testing. AI tools supported technical research and implementation and handled most coding.

State ↗ · Project knowledge and human review

- Shaped workflows separating source evidence and AI interpretation from human-authorized changes to project information.
- Used scenario evaluations and manual QA to examine unsupported assumptions and authority failures, after an AI error recorded an undecided support-ticket automation target as 0%, making an open question look like a decision to automate none.

Project Health ↗ · Combined project signals and investigation

- Brought evaluation results, deployment status, monitoring, and release context into one dashboard to show the overall project picture and what needs attention.
- Reviewed failures and missing evidence to distinguish AI product quality from deployment health and identify what needed further investigation.

Tastemake ↗ · Inspectable and correctable personalization

- Shaped an experience that lets people inspect and correct taste patterns inferred from their reactions, with attention to the evidence supporting each pattern.
- Tested recommendation explanations and feedback flows, examining unsupported claims and distinctions between items users had tried, saved, or browsed.

PROFESSIONAL EXPERIENCE

Outlier · AI Evaluator, Contract

Oct 2026–Present

Compare and rank AI responses for factual accuracy, instruction following, and overall quality; write explanations supporting ratings.

Career Break

2022–2026

Took a career break to care for my children.

Synapse Studios Aug 2013–Feb 2022

Custom web and mobile software consultancy · Tempe, AZ / Remote

Progressed from QA into project management while continuing hands-on testing.

Project Manager

- Managed smaller client projects and supported lead PMs on larger engagements, balancing development, testing, support requests, and releases.
- Clarified client requirements, wrote user stories and acceptance criteria, and tracked decisions, blockers, and dependencies in Jira and GitHub.
- Served as Scrum Master, facilitating sprint planning, backlog refinement, standups, retrospectives, and developer estimation.
- Supported client onboarding by gathering access, credentials, assets, and other development inputs; explained processes and coordinated troubleshooting.
- Coordinated web and mobile releases, including App Store Connect and Google Play Console release setup and client testing through TestFlight.
- Coordinated production incidents and urgent fixes, aligning developers, QA verification, deployment timing, and client updates through resolution.
- Helped set up Google Analytics and Google Data Studio reporting, including ecommerce conversion tracking, and helped clients interpret usage data.

QA Analyst

- Tested web and mobile applications across browsers and devices, including accessibility checks, CSV data handling, third-party integrations, and payment flows; helped test data migrations.
- Tested against user stories and acceptance criteria, checking expected behavior, edge cases, and usability.
- Documented reproducible defects with steps, expected and actual results, environment details, and screenshots; collected errors and logs to support developer investigation.
- Reproduced client-reported issues, worked with developers through investigation, and verified fixes and regression behavior before release.

TOOLS AND METHODS

Delivery: Jira, GitHub; requirements, Agile/Scrum, pull-request and preview review, branch workflows, release coordination, hotfixes, and feature flags.

QA and investigation: TestRail, browser developer tools, Sentry monitoring; cross-browser/device, accessibility, CSV, integration, and payment testing.

Mobile and payments: App Store Connect, Google Play Console, TestFlight; Stripe payments, subscriptions, refunds, and checkout testing.

Analytics and collaboration: Google Analytics, Google Data Studio; Slack, Intercom, Zendesk, Google Workspace.

Applied AI: ChatGPT, Claude Code; prompt iteration, source-grounded answer review, evaluation scenarios, failure analysis, human review, and cost/latency tradeoffs.

Technical familiarity: Basic SQL; limited Postman use with developer guidance; AWS console checks and log collection for escalation.

EDUCATION AND CERTIFICATION

Juris Doctor · Indiana University Robert H. McKinney School of Law 2012

B.A., Political Science and English · Indiana University Bloomington 2009

Certified ScrumMaster (CSM) · Scrum Alliance Held 2021–2023