

VERONICA PIERCE

QA Specialist · Conversational-AI and Voice-Agent Quality · Customer Experience · Bilingual EN/ES

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SUMMARY

I'm a bilingual English and Spanish Quality Assurance and Customer-Experience specialist with over 15 years across conversational-AI, BPO, and customer-service operations. Today I'm Founder and Sole Manager of the AI consulting firm TICO AI. I break, log, and verify AI voice products including ATHENA, Wave, and DISA, and I design the brand and launch graphics that ship right beside them. Behind that sits a decade of contact-center QA and customer-service management, plus an ongoing fine-art and design practice with a 100% job-success rating on Upwork.

CORE SKILLS

Conversational-AI and Voice-Agent QA · Product and UX Testing · Defect Tracking and Calibration · Quality Scorecards · Customer Service Management · Contact-Center Operations · CRM and Lead Management · Brand and Marketing Graphics · Bilingual English and Spanish

PROFESSIONAL EXPERIENCE

Founder and Sole Manager

TICO AI LLC

Apr 2026 - Present

Boca Raton, FL · Remote

- Founded and manage an AI consulting and services firm; oversee client engagements, vendor coordination, and delivery quality.
- Establish QA and operational process standards for agentic-AI build and support engagements.

QA Specialist

ConnexUS AI

Jan 2026 - Jun 2026

Remote

- Owned quality for ATHENA, the flagship conversational-AI product, stress-testing voice-agent flows for accuracy, tone, and the real-world edge cases that trip lesser bots up.
- Reproduced, logged, and closed out defects alongside engineering to keep ATHENA responses precise and on-brand.
- Designed website and product-launch graphics, doubling as QA lead and creative support.

QA Specialist

Scale Agile Solutions

Jan 2025 - Jan 2026

Remote

- Led QA for the Wave AI voice-agent line, validating conversational flows against acceptance criteria across agile sprints.
- Tracked defects to resolution and calibrated quality scorecards with engineering and product to keep every release clean.
- Produced marketing and campaign graphics for the Wave rollout, bridging quality assurance and brand design.

QA Specialist

Vocodia Holdings Corp, Nasdaq: VOCO

Jan 2024 - Dec 2025

Remote

- Tested and hardened the DISA AI voice agents through product development, catching critical issues before they reached customers.
- Scored live and recorded interactions against quality and compliance benchmarks, feeding fixes straight back into the build cycle.
- Shaped early DISA product direction with hands-on QA and user-experience feedback.

Inside Sales Associate

Matt O'Neill Real Estate

Jan 2023 - Dec 2023

South Carolina · Remote

- Ran inbound and outbound outreach to qualify prospective leads into the sales pipeline.
- Managed high volumes of leads in CRM and booked appointments for listing and buyer agents.

Store Manager

Fro Zen Bar CR

Jan 2022 - Dec 2022

Costa Rica

- Managed daily store operations, staffing, scheduling, inventory control, and cash handling.

Career Break, Parental Leave

2019 - 2021

- Took full-time parental leave following the birth of my second child; maintained an active freelance design practice throughout.

Receptionist and Floor Manager

Casa Verde Lodge

Jul 2018 - Mar 2019

Costa Rica

- Managed front-desk reception, guest check-in and check-out, and floor operations; resolved service issues in real time.

Waitress and Bartender

The Lazy Mon CR

Jan 2017 - May 2017

Costa Rica

- Delivered food-and-beverage service and hospitality in a high-volume bar and restaurant.

Customer Service Manager

JazzSports

Nov 2013 - Nov 2016

Costa Rica

- Ran a bilingual customer service and technical support team for a 24/7 online sportsbook.
- Owned quality assurance, agent coaching, and service-level standards across a high-volume, high-stakes account.
- Handled sensitive client financial information with strict accuracy and confidentiality.

QA Specialist

Concentrix Costa Rica

Jun 2013 - Oct 2013

Costa Rica

- Monitored and scored customer interactions across multiple client programs against quality and compliance standards.

QA Specialist

Vialinx

Jan 2011 - May 2013

Costa Rica

- Delivered QA, customer service, and technical support across financial services, media, healthcare, and education accounts.

Earlier Career, Phone Agent

DotNet 2009 to 2010 · Estaciones R A 2009 · Datascension Inc 2008 to 2009

2008 - 2010

Costa Rica

FREELANCE, CONCURRENT AND ONGOING

Painter, Muralist and Graphic Artist

Self-Employed · Upwork and Momsta Art

2008 - Present

- Maintain an independent practice spanning painting, murals, illustration, digital art, promotional video, and voiceover.
- Hold a 100% job-success rate and 100% five-star rating on Upwork; illustrated a published children's book in 2022 and delivered 100+ commissioned works.

EDUCATION | LANGUAGES AND WORK AUTHORIZATION

High School Diploma, Saint Jude's High School 2007

College Coursework, completed college-level courses

Languages: Spanish native · English native

Authorization: Dual citizen of the U.S. and Costa Rica