Contact

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www.linkedin.com/in/david-abril-189099138 (LinkedIn)

david101111101.github.io/PortfolioReactAppRepo (Portfolio)

Top Skills

Azure DevOps Services

Assertion Based Verification

Forecasting

Certifications

Azure DevOps CI/CD

Performance Testing in Node.js with K6

Strategic Influence and Effective Leadership

QA of Software & Automation

EF SET English Certificate (C2 Proficient)

David Abril

QA Automation Engineer | Playwright | Cypress | Puppeteer | API Testing | CI/CD | Agile | English C2 Certified

Bogotá D.C. Metropolitan Area

Summary

Portfolio: https://david101111101.github.io/PortfolioReactAppRepAs an Information Technology Specialist with experience in backend software development and most recently Quality Assurance & Automation of Software, my love for challenges and bigger goals drives me to go the extra mile and always exceed expectations. I have worked with various technologies such as Visual Basic, C#, Java, HTML, Advanced SQL, MySQL, JavaScript, advanced CSS (Bootstrap) and Advanced Excel.My achievements include managing sensitive banking and billing information to increase security through backend decryption and encryption, as well as being promoted to a manager role not only in Tech but in industries such as BPO and Tourism.

Experience

Nationwide Marketing Group

2 years

Website Migration Team Lead

February 2025 - February 2026 (1 year 1 month)

By integrating predictive forecasting, process innovation, and cross-functional collaboration, I accelerate smarter, more profitable migrations while maintaining high performance and team satisfaction.

I assist a multi-department international team that migrates e-commerce websites from a legacy platform into a modern one which aims to be the most secure and reliable platform available with continuous enhancements which require constant strategic planning with Management, Devs, Designers, QA's and CAM's, ensuring conversion-driven, performance-optimized sites that aim at retailer success and revenue growth.

Key Responsibilities & Achievements:

Accelerating Go-Live Timelines – Developed a forecasting methodology that factors in project complexity, client revisions, and team availability. By

refining workflows and collaborating with leadership, I reduced design-to-go-live timelines by 43%, improving efficiency and quality without compromising team satisfaction.

Strategic Forecasting & Data-Driven Optimization – Conducted a year-long performance analysis to create an advanced forecasting model that predicts project timelines, optimizes resource allocation, and informs hiring strategies for scalable growth.

Cross-Functional Leadership & Business Alignment – Collaborate with Management, Design, CAM's and Op leaders, ensuring our roadmap aligns with business objectives. My insights on team capacity and performance directly influence hiring decisions, and I play an active role in selecting and training top talent.

Scaling Productivity Through Smart Delegation – Foster a culture of trust and efficiency, reducing micromanagement while introducing structured team engagement activities (e.g., weekly gaming or meditation and stretching sessions) to boost productivity, satisfaction, and retention.

Bug/Escalation Resolution – Oversee bug escalations and feature requests, to keep projects on track without compromising quality.

Ecommerce Websites Migrator
March 2024 - February 2025 (1 year)
United States

Migrating E-Commerce websites from Retailers in USA by using advanced HTML, CSS, and JavaScript from legacy platform to modern, requirement-specific environments.
Each site has to be not only visually appealing but also highly functional, with a strong focus on responsiveness for cellphones, tables and monitors of all sizes as well as improving SEO for better practices.

Key Achievements:
Highest Migration Conversion Rate – Recognized as the top-performing team member for successful website migrations.
Process Improvement – Proposed processes to refine and optimize workflows that were not only approved by management but are still currently implemented throughout different departments.

Key Highlights:

Team Collaboration: Thrive in team settings, with constant meetings and calibrations to ensure project alignment and cohesion.

Active Contribution: Regularly contribute to team discussions and strategy planning, actively testing and improving processes both individually and collaboratively.

Bilingual Proficiency: Fluent in English and Spanish, enhancing communication and collaboration in diverse team environments.

Gran Colombia Tours
Tour Guide
August 2021 - July 2024 (3 years)
Bogotá, Capital District, Colombia

During this time I traveled most of the touristic highlights of the country while improving social skills and making vip travelers from around the world with the highest standards fall in love with Colombia and its uniqueness.

Sitel Digital Services (formerly SYKES)
Real Time Analyst for Paypal (Venmo)
June 2020 - December 2021 (1 year 7 months)
Bogota, D.C., Capital District, Colombia

As a Real Time Analyst for PayPal(Venmo), I used advanced Excel and IEX tools to ensure timely and accurate delivery of heavy reports. My strong analytical and problem-solving skills, combined with the ability to make quick decisions and think outside the box, enabled me to effectively monitor incoming volumes in queues and reports on agents' daily attendance and schedule adherence in real-time.
The responsibility of the position required strong organizational skills, knowledge of BPO Work Force Management activities such as Real Time Management, Scheduling, Roster Preparation, Shrinkage Management & constant team calibrations.

Gran Colombia Tours
VIP private tours manager
August 2017 - January 2020 (2 years 6 months)
Bogotá D.C. Area, Colombia

Director and designer of the private tour section of the company and quality manager of tour guides as well as being the director of the first official touristic project of Monserrate in Bogotá. We successfully managed 2 simultaneous tours in English and Spanish the first one at 10am and the second one at 12pm, one highlight from this time was being the chosen tour agency for the Barcelona Football Club Legends which required a huge logistical effort with local police and their private security crew.

Teleperformance
Tier 2 Tech support and Team Manager. Sprint and Comcast USA.
September 2014 - January 2017 (2 years 5 months)
Bogota, D.C., Capital District, Colombia

Got promoted to RESQ team of SPRINT USA where i created and
followed up long escalations that had to be resolved in less than a month, i created a
Business To Client relationships over the phone with each client throughout multiple calls to solve big account glitches with the objective of improving customer
loyalty and satisfaction with the service.
Certificated with 108 Hours in the Career Plan JUMP as a Supervisor of personal
and in emotional intelligence where we learned to manage groups of over 10 members and to create action plans for constructive criticism to improve performance and metrics.
Back Up Supervisor of a Team of 15members for Sprint USA.
Floor support for 1 year giving me expertise in answering questions and managing
people while multitasking between multiple accounts with sensitive information and ensuring that the work enviroment wouldn't become tense with the added pressure of tight deadlines.

Revista Credencial
Software Developer
January 2014 - August 2014 (8 months)
Bogota,D.C., Capital District, Colombia

This work experience helped me to learn and adapt easily to any software in order to increase performance and optimize processes.
I created a program from scratch to unencrypt the files received from the bank that owns the magazine to then clean the data and show to each department only what they were supposed to see to then encrypt it again and send it back

to the bank with additional data pulled from the modifications made by the team.

This program required 3 layers of security and all consults were done directly in the database for additional security, the language used was JAVA and SQL.

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Education

Platzi
QA of Software & Automation, Automation Engineer · (July 2023 - June 2025)

Jala University
Software Quality Assurance Bootcamp, Information Technology · (February 2023 - May 2023)

Platzi
Soft Skills · (January 2022 - May 2023)

Platzi
Fundamentals of Software Testing · (December 2022 - January 2023)

Sena
Analysis and development of computer software Technologist · (January 2011 - August 2014)