

DAVID ABRIL

QA Automation Engineer | English C2

Bogotá, Colombia

davidstevenabril@gmail.com

GitHub: <https://github.com/David101111101>

LinkedIn: <https://www.linkedin.com/in/david-abril-189099138>

PROFESSIONAL SUMMARY

QA Engineer with backend development foundations and multi-industry leadership experience. I design scalable test architectures, build CI/CD-integrated frameworks, and use predictive forecasting to improve engineering velocity and operational efficiency.

I have:

- Reduced go-live timelines by **43%**
- Automated 11 complex workflows eliminating 140,000+ manual DOM interactions
- Saved 150+ immediate engineering hours across backlog of websites
- Built CI/CD pipelines delivering production-ready artifacts automatically
- Designed secure backend data systems with multi-layer encryption in database
- Led technical and non-technical teams across technology, BPO, and tourism sectors

My differentiator: I combine **deep technical automation engineering** with **operational leadership and systems thinking**.

CORE EXPERTISE

Automation & Quality Engineering

Playwright · Cypress · Puppeteer · API Testing · GraphQL · SQL/MySQL · MongoDB · UI/E2E Automation · Backend Validation · Accessibility Testing · Performance Testing · Security Testing · BDD/Gherkin

Development

JavaScript · TypeScript · Java · C# · SQL · HTML · CSS · React · Node.js

DevOps & CI/CD

Azure DevOps (YAML Pipelines) · Git branching strategies · Docker · Artifact packaging · Release automation · Allure Reporting · Parallel execution

Testing Strategy

Regression · Integration · Smoke · Functional · Exploratory · Security · Compatibility · Accessibility · Load validation

Leadership & Operations

Predictive forecasting · Capacity modeling · Cross-functional alignment · Hiring input · Escalation resolution · Team performance optimization · Process innovation

ENGINEERING EXPERIENCE

Website Migration Team Lead & Process Automator

Nationwide Marketing Group | 2025–Present

Lead a 9-person international team migrating e-commerce platforms from legacy systems to a secure, performance-driven modern platform.

Operational Impact

- Reduced design-to-go-live timelines by **43%**
- Developed year-long data analysis to build predictive forecasting model
- Influenced hiring and scaling decisions using capacity modeling
- Improved morale while increasing throughput
- Standardized bug escalation processes

Automation Impact

Designed and deployed a custom Playwright framework that:

- Automated 11 core setup workflows
- Eliminated 30 minutes of manual work per site across 300-site backlog
- Replaced 113 manual steps per website
- Removed 140,000+ DOM interactions

- Saved ~150 engineering hours immediately

Architecture included:

- Page Object Models
- Async utilities
- Centralized logging
- Structured error handling
- Anti-flakiness assertions
- CI/CD integration in Azure
- Debug traceability

Result: Scalable automation reducing burnout and increasing engineering leverage.

E-Commerce Migration Engineer

Nationwide Marketing Group | 2024–2025

- Highest migration conversion rate in team
 - Migrated legacy HTML/CSS/Javascript platforms into modern responsive systems
 - Improved SEO baselines and mobile optimization
 - Proposed workflow refinements adopted cross-departmentally
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Backend Software Developer

Revista Credencial | 2014

Built a secure Java + SQL banking data transformation system:

- 3-layer security architecture
- Role-based data visibility
- Direct database-level queries for enhanced security
- Decrypt → transform → re-encrypt pipeline

- Managed sensitive financial data

Established foundation in backend architecture and secure data processing.

AUTOMATION PROJECTS

Interactive AI Portfolio Chatbot (RAG + Secure CI/CD)

Designed and implemented a production-grade AI chatbot integrated into my portfolio to create a personalized, interactive hiring experience.

Architecture

- RAG-based retrieval system with semantic chunking
- Embedding-based similarity search
- Secure backend worker architecture
- Context builder with prompt injection protection
- Vectorized professional knowledge base
- Similarity threshold tuning (0.45–0.55 optimization)

Testing & Quality Engineering

- Unit tests for context builder and prompt guard
- Security-focused testing layer for injection attempts
- Smoke tests validating deployment integrity
- CI/CD automated test pipeline
- Overnight regression module
- Resume link verification & artifact validation

Impact

- Converts static portfolio into interactive experience
- Demonstrates applied AI engineering + QA rigor
- Showcases secure LLM orchestration
- Validates automation maturity beyond UI testing

- Demonstrates system design + DevOps integration

This project reflects full-stack QA ownership:
architecture → testing → CI/CD → security → observability.

Azure DevOps CI/CD Full Lifecycle Project

Built and delivered a React application using end-to-end DevOps lifecycle:

- Scrum-managed user stories
- CI pipeline triggered on commit
- Node install + production build
- Artifact packaging (.zip)
- Automated deployment to Azure

Certified in Azure DevOps CI/CD through this implementation.

Advanced Automation Frameworks

Playwright Framework

- Multi-browser execution
- Tracing with screenshots
- Payment flow validation
- Debug API locking

Cypress Framework

- Backend automation
- Docker integration
- Custom commands
- Parallel testing
- Retry logic
- Video reporting

Puppeteer Framework

- Accessibility testing
 - Geolocation & device emulation
 - Performance metrics (FCP, load time)
 - PDF generation
 - Incognito automation
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ADDITIONAL PROFESSIONAL EXPERIENCE

These roles strengthened leadership, analytics, and operational execution.

VIP Private Tours Manager

Gran Colombia Tours | 2017–2020

- Designed and directed private tour division
- Managed bilingual operations (English/Spanish)
- Coordinated logistics for high-profile clients including FC Barcelona Legends
- Oversaw quality assurance of guides
- Led official Monserrate tourism project

Developed operational planning, client management, and execution discipline.

Tour Guide

Gran Colombia Tours | 2021–2024

- Delivered premium experiences to international VIP clients
 - Strengthened bilingual communication and adaptability
 - Maintained high service standards under dynamic conditions
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Real-Time Analyst (PayPal / Venmo)

Sitel Digital Services | 2020–2021

- Monitored queue volumes and agent adherence
- Used advanced Excel & workforce tools
- Generated heavy operational reports
- Applied shrinkage management & capacity forecasting

Strengthened analytics and predictive modeling foundations.

Tier 2 Technical Support & Team Manager

Teleperformance | 2014–2017

- Managed escalations for Sprint USA
- Back-up supervisor for 15-member team
- Built long-term client relationships
- Completed 108-hour supervisory leadership certification
- Managed sensitive account data under strict compliance

Built resilience, escalation handling, and people leadership skills.

EDUCATION & CERTIFICATIONS

Technologist – Analysis & Development of Computer Software

QA Automation Engineer Certification

Azure DevOps CI/CD Certification

Software Quality Assurance Bootcamp

Fundamentals of Software Testing

EF SET English Certification – C2

WHAT MAKES ME STAND OUT

I engineer automation systems that:

- Scale
- Reduce operational friction

- Improve delivery velocity
- Protect system integrity
- Align engineering with business objectives

I combine:

Technical depth

Operational forecasting

Cross-functional leadership

Security-first thinking

CI/CD discipline

Automation architecture design

I don't just test systems.

I build systems that improve how teams deliver.