

Contact Information

- **Name:** Byron Vinicio Salguero Villeda
 - **Phone:** +502 37827166
 - **Email:** vinnie2302@gmail.com
 - **Location:** Guatemala, Guatemala
 - **LinkedIn:** [linkedin.com/in/byron-salguero](https://www.linkedin.com/in/byron-salguero)
 - **GitHub Portafolio:** <https://github.com/Devinni4k/QA-portfolio.git>
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Professional Profile

Bilingual Technical Support Specialist (Spanish/English) transitioning into **Manual QA** and **Full Stack Development**. Experienced in troubleshooting, incident documentation, and communication with international teams. Currently pursuing a **Full Stack Development program at Universidad Galileo** and building a **QA portfolio** with test cases, bug reports, and web testing projects. Skilled at working in Agile environments and passionate about delivering high-quality software solutions.

Key Skills

- **Manual testing:** test cases, execution, bug reporting.
 - **Testing types:** smoke, regression, acceptance, exploratory.
 - **Defect Management:** bug reports, Incident reporting and tracking.
 - **Agile methodologies:** Scrum, Kanban
 - **Communication:** fluent technical English (oral & written)
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Technical Skills / Keywords

Manual testing | Test Cases | Bug Reporting | Regression Testing | Smoke Testing | JIRA | TestRail | Confluence | SQL (basic queries) | MySQL | HTML | CSS | JavaScript (basic) | Postman (basic) | Excel (advanced) | Agile | Insight 10 | Remedy

Professional Experience

Technical Support Agent — Telus International

August 2025 — Present

- Troubleshooting and resolved of residential services (landline, digital TV, and Internet).
 - Reduced average call resolution time to 30 minutes.
 - Achieved 82% first-contact resolution rate for incidents.
 - Utilized diagnostic tools such as *Insight 10*.
 - Created incident reports using *Remedy*.
 - Daily communication in English with Canadian customers and technical teams.
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Projects / Portfolio

- **Test cases:** Sample test cases documented in excel.
 - **Bug reports:** reports including steps, enviroments, evidence, and severity (JIRA-style format).
 - **Personal project:** Manual testing of a sample web application.
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Education

- **Full Stack Development (in progress)** — Universidad Galileo — 2nd semester.
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Courses and Certifications

- Software Testing Fundamentals – self-learning (2025)
 - Manual Testing – online courses (2025)
 - Web Development Fundamentals (HTML, CSS, JavaScript, SQL) – online courses (2025)
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Languages

- Spanish: Native
- English: Advanced / Fluent (oral and written)