John Escobedo

Quality & Business Analyst | Requirements & Process Specialist | UAT Leadership

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Summary: Quality and business analysis professional with 18+ years bridging technical teams, stakeholders, and end-users across healthcare, gaming, e-commerce, and government systems. I specialize in requirements documentation, process analysis, UAT leadership, and cross-functional collaboration. I've built QA and documentation frameworks from scratch, led Agile transitions, and served as a subject matter expert translating complex business needs into testable, actionable requirements. Trilingual communicator (English, Spanish, ASL) with a track record of stakeholder influence, change management, and delivering clarity in ambiguous environments. Currently expanding into AI tooling and prompt engineering.

Skill Sets

Business Analysis

Requirements Elicitation · User Stories & Acceptance Criteria · Process Mapping & Documentation · Gap Analysis · Stakeholder Management · Change Management

Problem-Solving & Analysis

Attention to Detail · Analytical Thinking · Problem-Solving · Critical Thinking · Root Cause Analysis · Troubleshooting

Leadership & Process

QA Process Implementation · Team Leadership · Process Standardization · Agile/Scrum · Production Support · Remote Team Management

Testing Methodologies & Frameworks

Agile Testing · Regression Testing · User Acceptance Testing (UAT) · Test Planning · CI/CD Testing · Accessibility & 508 Testing

Test Management & Documentation

JIRA/Xray · TestRail · Test Case Design · Bug Reporting · SOP Development · Risk Management

Training & Enablement

Curriculum Development · Adult Learning Facilitation · Software Instruction · Onboarding & Knowledge Transfer · Documentation & SOP Creation · One-on-One Coaching

Interpersonal & Collaboration

Clear Communication · Curiosity · Cross-functional Collaboration · Mentoring · Agile Coaching · Public Speaking & MC

Accessibility & Inclusive Design

508 Compliance Testing · WCAG Awareness · Assistive Technology Familiarity · Inclusive Product Advocacy · American Sign Language (Conversational) · Deaf Cultural Competency

Platforms & Environments

Web Applications | Mobile (iOS/Android) | Desktop (PC, Mac, Linux) | Cross-browser/Cross-platform | REST API Testing | Gaming Platforms & Consoles

Tools & Technologies

GitHub | Chrome Developer Tools | SQL / JQL | JavaScript/HTML/CSS | Command Line Interfaces | Postman

AI Collaboration & Prompting

Prompt Engineering | Detailed Specification Writing | Complex Task Decomposition | Iterative Refinement | Output Verification & Validation | AI Tools (ChatGPT, Claude, Midjourney)

Industry Expertise

Healthcare & Telehealth | Gaming & Entertainment | Educational Technology | Live Events & Hosting | Government & Veterans Affairs | Virtual Reality (VR)

Office and Image Suites

Adobe Creative Suite | Office 365: Teams, Word, Excel, PowerPoint, Outlook | Google Workspace: Drive, Docs, Sheets | Canva | JIRA Confluence | GIMP

A/V Production & Coordination

Live Sound Engineering & Mixing | A/V Equipment Operation & Troubleshooting | Client & Performer Coordination | Music Programming & Live Cueing | Event Atmosphere Management | Technical Setup & Strike Efficiency

Work Experience

Freelance | Austin, TX

Karaoke Host

July 2025 to Present

> Hosted live karaoke events, managing audience engagement, real-time decision-making, and technical operations to create memorable experiences for diverse audiences.

Responsibilities and Accomplishments

- Coordinated event flow and timing while adapting to audience needs and requests in real-time.
- Managed technical setup including sound systems, software, and troubleshooting to ensure seamless delivery.
- Created inclusive, welcoming atmosphere that encouraged participation from guests of all skill levels.
- Balanced competing priorities (song queue, timing, audience energy) to optimize overall experience.

Insight Global | Austin, TX

Robot Tele-Operator

Served as communication bridge between operations and engineering for Apptronik's humanoid robot development, translating observed behaviors into actionable documentation and establishing process standards in a fast-paced, ambiguous environment.

Responsibilities and Accomplishments

- Translated observed robot behaviors into clear, actionable bug reports that accelerated issue resolution for engineering teams.
- Proactively authored troubleshooting protocols and SOPs in a process-light environment, establishing documentation standards adopted by the broader team.
- Served as critical communication bridge between operations and engineering, ensuring alignment on priorities and findings.
- Rapidly adapted to novel role with minimal onboarding, demonstrating ability to learn complex domains quickly.
- Prepared and staged physical testing environments to precise specifications, ensuring optimal conditions for data collection.

GeekSI | Tallahassee, FL

Senior QA Test Lead | QA Analyst

March 2019 to June 2025

Senior contractor providing requirements analysis, UAT leadership, and quality assurance across multiple mission-critical VA healthcare projects. Subject matter expert for complex clinical modules, facilitating knowledge transfer and driving process standardization across distributed teams.

Responsibilities and Accomplishments

- Served as go-to SME for the Traumatic Brain Injury module, facilitating knowledge transfer sessions and translating complex healthcare domain requirements for cross-functional teams.
- Championed the transition from Waterfall to Agile methodologies, gaining stakeholder buy-in and coaching teams through adoption — a change management initiative that improved delivery predictability.
- Drove standardization of testing practices and documentation across multiple VA projects, building consensus among distributed teams and reducing onboarding time for new analysts.
- Advocated for accessibility as a core quality metric, leading 508 compliance initiatives and educating team members on inclusive design requirements.
- Collaborated with automation engineers to validate Cucumber/Selenium scripts, ensuring alignment between documented requirements and automated execution.

- Created and maintained requirements traceability documentation ensuring business needs mapped to test coverage across web, mainframe, and mobile platforms.

Freelance | Austin, TX

DJ

January 2011 to April 2012

DJed at various dances and events around Austin, TX, coordinating with venues and adapting to diverse audience needs.

Responsibilities and Accomplishments

- Created DJ setlists for Danceversity, Dance International, and Synergy Dance Studio based on event requirements and audience preferences.
- Adapted to various in-house sound systems and venue constraints.
- Coordinated with event organizers to align music selection with event tone and timing.

EverlyWell | Austin, TX

Senior QA Engineer

June 2018 to October 2018

Partnered with engineering and product leadership to establish quality processes and design cross-team workflows for a health tech startup's secure patient portal.

Responsibilities and Accomplishments

- Partnered with engineering and product leadership to design a unified JIRA workflow, facilitating smoother cross-team collaboration and visibility into release status.
- Assessed release risks and communicated go/no-go recommendations to stakeholders, balancing speed-to-market with quality requirements.
- Established the initial QA process and documentation standards for the health test service platform, defining how requirements would be validated.
- Mentored team members on effective documentation practices and quality standards to foster a culture of quality across the organization.
- Performed validation testing across all major browsers and mobile devices to ensure requirements were met before release.

YouScience | Austin, TX

QA Test Lead | QA Analyst

July 2017 to June 2018

As the sole QA resource, established comprehensive documentation framework and quality processes for the company's flagship education assessment platform, building credibility with development and product teams.

Responsibilities and Accomplishments

- Built credibility with development and product teams by demonstrating the value of structured requirements validation, ultimately integrating QA as a respected part of the SDLC.
- Developed complete documentation framework including test procedures, requirements traceability, and verification standards.
- Improved developer-QA communication by introducing standardized user story and acceptance criteria templates, reducing ambiguity and accelerating delivery.
- Created and maintained product documentation to support new feature releases and ensure consistent understanding of requirements.
- Managed all validation activities for the flagship web application across browsers and mobile devices.

Luna Data Solutions | Austin, TX

QA Analyst | QA Engineer

May 2015 to May 2017

Contracted as QA Analyst for RetailMeNot, coordinating cross-team efforts for high-visibility e-commerce feature launches and aligning testing priorities with business objectives.

Responsibilities and Accomplishments

- Coordinated QA efforts across multiple teams for the high-visibility gift card feature launch, aligning testing priorities with business objectives and stakeholder expectations.
- Engineered custom JavaScript tools to validate site-wide analytics implementation and data integrity, ensuring business requirements were accurately captured.
- Developed and standardized documentation and data suites to guarantee consistency across all environments.
- Responded to live production issues under pressure, triaging problems and communicating status updates to stakeholders during critical outages.

- Partnered with developers to enhance internal tooling, contributing improvements that increased team efficiency.

Communication Services for the Deaf | Austin, TX

QA Test Lead, QA Analyst

May 2013 to January 2015

Developed inaugural QA process for an accessibility-focused video interpreting platform, immersing in user community to ensure product truly met the needs of Deaf and hard-of-hearing users.

Responsibilities and Accomplishments

- Invested in learning American Sign Language and Deaf cultural norms to understand user needs and ensure the product truly served its community — a user research approach that informed requirements validation.
- Pioneered the quality assurance function from the ground up, creating documentation framework and test procedures for the Ruby on Rails web application.
- Managed full validation lifecycle including creating test plans, executing test runs, and reporting results to stakeholders for both web and mobile platforms.
- Problem-solved cross-platform testing limitations by implementing VirtualBox-based solution, demonstrating gap analysis and solution design skills.

DocbookMD | Austin, TX

Lead QA Tester

July 2012 to April 2013

Founded and scaled the QA function for a HIPAA-compliant healthcare messaging app, ensuring regulatory requirements were met while building team and processes from scratch.

Responsibilities and Accomplishments

- Analyzed and documented HIPAA compliance requirements, ensuring application met strict regulatory standards for secure transmission of patient health information.
- Founded and scaled the QA department from one-person operation to a team, hiring, onboarding, and mentoring new analysts while establishing documentation standards.
- Developed initial test strategy and comprehensive documentation to ensure software met business and regulatory requirements before release.

- Performed all functional, regression, and compliance validation across mobile devices (iPhones, iPads, Android) and iOS Simulator.

Luna Data Solutions | Austin, TX

QA Test Lead | QA Tester

August 2011 to April 2012

Contracted as QA Tester and promoted to Test Lead for Heatwave Interactive, authoring test documentation and leading a team across multiple game titles.

Responsibilities and Accomplishments

- Authored comprehensive test plans and documentation for smoke and regression testing cycles, improving coverage and consistency.
- Led and mentored a team of testers, providing guidance on documentation standards and execution best practices.
- Executed daily validation of game builds for core functionality, gameplay mechanics, and UI integrity.
- Promoted to Test Lead based on documentation quality and team leadership skills.

Kick Butt Coffee | Austin, TX

Event Coordinator and Host

January 2011 to April 2012

Organized and coordinated weekly dance events, managing vendors, technical setup, and community engagement.

Responsibilities and Accomplishments

- Organized and ran weekly events, coordinating DJs, venue logistics, and audience engagement.
- Set up technical infrastructure to allow seamless integration with house audio systems.
- Managed event promotion and community communication through social media.

Blizzard Entertainment | Austin, TX

Game Master | Customer Experience & Trust Specialist

Provided empathetic, high-touch customer experience support for World of Warcraft, analyzing complex issues and documenting findings for development teams while maintaining user trust in high-volume environment.

Responsibilities and Accomplishments

- Analyzed and documented cases of fraud and exploitation, providing detailed reports with root cause analysis for development teams.
- Provided compassionate support during emotionally charged escalations, restoring lost items and accounts while maintaining user trust.
- De-escalated frustrated users through patient listening and clear communication, turning negative experiences into moments of trust.
- Delivered high-volume support via live chat and ticket systems, balancing efficiency with genuine care for each user's experience.
- Restored compromised accounts with precision, adhering to strict security and data integrity protocols.

Education and Training

Austin Community College: 2015 - 2017
American Sign Language

ASL School: 2008 - 2012
American Sign Language

Vista College - Berkeley, CA: 2001 - 2002
Video Editing and Life Drawing

A.I. of Houston - Houston, TX: 1995 - 1996
Fine Art, Typography, Layout, 3D Max

San Jacinto College - Pasadena, TX: 1993 - 1995
Computer Science, Fine Art