

JOHN ESCOBEDO

Quality & User Experience Leader | Technical Trainer | AI-Curious Problem Solver

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PROFESSIONAL SUMMARY

Quality and user experience professional with 18+ years bridging technical teams and end-users across healthcare, gaming, e-commerce, and government systems. I've built QA processes from scratch, led testing for mission-critical applications, trained teams on tools and best practices, and advocated for accessibility as a core product value. Currently expanding into AI tooling and prompt engineering. Trilingual communicator (English, Spanish, ASL) skilled at translating complex systems into intuitive experiences and aligning cross-functional teams on shared goals.

SKILLS

Problem-Solving & Analysis: Attention to Detail, Analytical Thinking, Problem-Solving, Critical Thinking, Root Cause Analysis, and Troubleshooting.

Leadership & Process: QA Process Implementation, Team Leadership, Process Standardization, Agile/Scrum, Production Support, and Remote Team Management.

Testing Methodologies & Frameworks: Agile Testing, Regression Testing, User Acceptance Testing, Test Planning, CI/CD Testing, and Accessibility & 508 Testing.

Test Management & Documentation: JIRA/Xray, TestRail, Test Case Design, Bug Reporting, SOP Development, and Risk Management.

Interpersonal & Collaboration: Clear Communication, Curiosity, Cross-functional Collaboration, Mentoring, Agile Coaching, and Public Speaking & MC.

Training & Enablement: Curriculum Development, Adult Learning Facilitation, Software Instruction, Onboarding & Knowledge Transfer, Documentation & SOP Creation, and One-on-One Coaching.

Accessibility & Inclusive Design: 508 Compliance Testing, WCAG Awareness, Assistive Technology Familiarity, Inclusive Product Advocacy, American Sign Language (Conversational), and Deaf Cultural Competency.

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

Tools & Technologies: GitHub, Chrome Developer Tools, SQL / JQL, JavaScript/HTML/CSS, Command Line Interfaces, and Postman.

AI Collaboration & Prompting: Prompt Engineering, Detailed Specification Writing, Complex Task Decomposition, Iterative Refinement, Output Verification & Validation, and AI Tools (ChatGPT, Claude, Midjourney).

Industry Expertise: Healthcare & Telehealth, Gaming & Entertainment, Educational Technology, Live Events & Hosting, Government & Veterans Affairs, and 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, and GIMP.

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

WORK EXPERIENCE

KARAOKE HOST

Freelance | Austin, TX

July 2025 - Present

Hosted live karaoke events, managed all aspects of audio equipment, song selection, and audience engagement to create memorable entertainment experiences. Combined technical expertise with interpersonal skills to deliver smooth, high-energy events for diverse audiences.

- Set up and operated sound systems, speakers, and karaoke software for events.
- Created a welcoming, fun atmosphere that encouraged audience participation.
- Troubled shot technical and audio issues in real-time to ensure seamless performances.
- Managed song queues and requests while maintaining event flow and timing.
- Engaged with guests to build rapport and ensure an inclusive experience for all skill levels.

ROBOT TELE-OPERATOR

Insight Global | Austin, TX

July 2025 - September 2025

Leveraged extensive VR expertise to directly operate humanoid robots for Apptronik, playing a key role in a fast-paced development cycle. Responsibilities included VR-based operation, environmental staging, and rigorous documentation of issues and processes. Demonstrated extreme adaptability to excel in a novel, process-light environment, directly supporting high-priority company initiatives through consistent achievement of data collection goals.

- Rapidly adapted to a novel role with minimal onboarding, mastering VR-based robot operation within days to meet aggressive development timelines.
- Prepared and staged physical testing environments to precise specifications, ensuring optimal conditions for robotic performance and data collection.
- Served as a critical communication bridge between operations and engineering, translating observed robot behaviors into actionable bug reports that accelerated issue resolution.
- Proactively authored troubleshooting protocols and SOPs in a process-light environment, establishing documentation standards adopted by the broader team.
- Contributed directly to high-visibility initiatives by consistently meeting daily and weekly team goals for data collection and operational testing.

SENIOR QA TEST LEAD | QA ANALYST

GeekSI | Tallahassee, FL

March 2019 - June 2025

Senior contractor providing comprehensive QA testing and test leadership across multiple mission-critical projects for the Veterans Affairs over a 6-year engagement. Subject matter expert in government software testing, 508 accessibility compliance, and modernizing legacy testing processes

with Agile methodologies.

- Championed the transition from Waterfall to Agile methodologies for the VA Telehealth Hub, gaining stakeholder buy-in and coaching cross-functional teams through the adoption process.
- Advocated for accessibility as a core quality metric, leading 508 compliance initiatives and educating team members on the importance of inclusive design for veteran users.
- Served as the go-to SME for the Traumatic Brain Injury module, facilitating knowledge transfer sessions and mentoring junior analysts on complex healthcare domain requirements.
- Collaborated with automation engineers to validate Cucumber/Selenium scripts, ensuring alignment between manual test intent and automated execution.
- Drove standardization of testing practices across multiple VA projects, building consensus among distributed teams and reducing onboarding time for new testers.
- Tested a diverse array of platforms including web applications, mainframes, Linux machines, and mobile devices (Android, iOS).

DJ

Freelance | Austin, TX

January 2011 - April 2012

DJed at various dances and events around Austin, Tx

- Created DJ setlists for Danceversity, Dance International, and Synergy Dance Studio.
- Matched tone and vibe for various events need last-minute DJing.
- Updated social media accounts to keep dancers posted on new events.
- Adapted to various in-house sound systems.

SENIOR QA ENGINEER

EverlyWell | Austin, TX

June 2018 - October 2018

As the primary QA tester, established the initial quality assurance process for EverlyWell's health test services, where customers managed lab results through a secure online portal. Took ownership of JIRA administration, configuring the system to support a new cross-team CI/CD workflow.

- As the initial QA resource, integrated the first formal QA process into the software development cycle for the health test service platform.
- 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 assurance.
- Performed all testing for new website features across all major browsers and mobile devices, including Android, iOS, and the iOS Simulator.
- Mentored team members on effective bug writing and QA practices to foster a culture of quality across the organization.

QA TEST LEAD | QA ANALYST

YouScience | Austin, TX

July 2017 - June 2018

Served as the sole QA employee, responsible for establishing and managing the quality assurance process

for the company's flagship online career and education assessment tool. Worked cross-functionally to integrate QA into the development cycle, ensuring the stability and quality of all weekly releases.

- As the sole QA voice, built credibility with development and product teams by demonstrating the value of structured testing, ultimately integrating QA as a respected part of the SDLC.
- Developed the complete QA framework, including test procedures, test case scenarios, and standards for verification, integration, and regression testing.
- Managed all testing for the flagship web application, performing cross-browser testing via BrowserStack and testing on Android and iOS devices.
- Created and maintained test case scenarios and product documentation to support new feature releases and ensure consistent quality.
- Improved developer-QA communication by introducing standardized bug report and user story templates, reducing back-and-forth and accelerating fix turnaround.

QA ANALYST | QA ENGINEER

Luna Data Solutions | Austin, TX

May 2015 - May 2017

Contracted as a QA Analyst for RetailMeNot, focusing on the launch of new e-commerce features and ensuring site stability. Enhanced testing efficiency through custom automation tooling, analytics validation, and standardized data suites, while providing direct production support for a high-traffic website.

- Coordinated QA efforts across multiple teams for the high-visibility gift card feature launch, aligning testing priorities with business objectives.
- Partnered with developers to enhance the internal test automation framework, contributing code improvements that increased team efficiency.
- Engineered custom JavaScript tools to validate and ensure the accuracy of site-wide analytics implementation and data integrity.
- Developed and standardized the smoke testing data suite to guarantee consistency and reliability across all testing environments.
- Responded to live production issues under pressure, triaging problems and communicating status updates to stakeholders during critical outages.

QA TEST LEAD, QA ANALYST

Communication Services for the Deaf | Austin, TX

May 2013 - January 2015

Developed and implemented the inaugural QA process for the 'Vineya' web-video platform, a critical accessibility solution providing interpreting services for the Deaf and hard-of-hearing community. Acquired conversational American Sign Language (ASL) and cultural competency to effectively collaborate and ensure the product met the needs of its users.

- Pioneered the quality assurance function from the ground up, creating the initial test procedures and automation framework for the GoVineya.com Ruby on Rails web application.
- Invested in learning American Sign Language and Deaf cultural norms to build authentic relationships with colleagues and ensure the product truly served its community.
- Managed the full testing lifecycle for release cycles, including creating test plans, executing test runs, and reporting on results for both web and mobile app versions.
- Problem-solved cross-browser testing limitations on Mac hardware by implementing a VirtualBox-based solution, enabling comprehensive IE testing without additional equipment costs.

LEAD QA TESTER

DocbookMD | Austin, TX

July 2012 - April 2013

As the sole QA professional and founding member of the quality assurance function, established the entire QA process for the company's HIPAA-compliant messaging app for physicians. Led testing efforts across the entire mobile ecosystem, including iPhones, iPads, and Android devices, ensuring the security and reliability of patient data.

- Founded and single-handedly operated the QA department, introducing and standardizing the first formal QA process for the company's flagship HIPAA-compliant messaging app.
- As the sole tester, performed all functional, regression, and compliance testing on the full range of supported devices: real iPhones, iPads, Android tablets, and the iOS Simulator.
- Developed the initial test strategy, authored comprehensive test suites, and enforced testing protocols to ensure software met rigorous quality standards before release.
- Guaranteed the application's adherence to strict HIPAA compliance regulations for the secure transmission of patient health information.
- Scaled the QA function from a one-person operation to a team, hiring, onboarding, and mentoring new testers while maintaining quality standards during rapid growth.

QA TEST LEAD | QA TESTER

Luna Data Solutions | Austin, TX

August 2011 - April 2012

Contracted as a QA Tester and rapidly promoted to Test Lead for Heatwave Interactive, assuming responsibility for the quality of multiple game titles. Authored test plans, led a testing team, and executed rigorous testing cycles to improve game stability and user experience.

- Contracted as a QA Tester and promoted to Test Lead for Heatwave Interactive, working on 'Gods and Heroes: Rome Rising' and 'Platinum Life: Country'.
- Executed daily testing of game builds for core functionality, gameplay mechanics, and UI integrity.
- Authored comprehensive test plans for smoke and regression testing cycles, improving test coverage.
- Led and mentored a team of testers, providing guidance on bug reporting and test execution best practices.

EVENT COORDINATOR AND HOST

Kick Butt Coffee | Austin, TX

January 2011 - April 2012

Held the first public dance in a style known as Fusion.

- Organized and ran a weekly dance in a local Austin coffee shop Kick Butt Coffee.
- Lead and organized DJs for each event.
- Advertised events on social media.
- Set up an in-house audio system to allow DJ's to plug directly into the house system.

GAME MASTER | CUSTOMER EXPERIENCE & TRUST SPECIALIST

Blizzard Entertainment | Austin, TX

July 2010 - July 2011

Provided empathetic, high-touch customer experience support for the 'World of Warcraft' MMO, helping players through emotionally charged situations involving lost items, compromised accounts, and in-game disputes. Served as a frontline investigator for fraud and exploitation while maintaining player trust in a high-volume, live-service environment.

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

EDUCATION

Austin Community College
American Sign Language | 2015 - 2017

ASL School
American Sign Language | 2008 - 2012

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

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

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

LANGUAGES

English (Native speaker), Spanish (Conversational), ASL (Conversational)

For the most recent version of this resume, visit:
<https://johnesco.github.io/resume/>