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PROFESSIONAL SUMMARY: Senior QA Engineer with 18+ years of experience spanning entertainment, healthcare, government, and consumer technology sectors. Specialized in establishing QA processes for emerging companies and leading quality initiatives for mission-critical government systems. Expert in full-stack testing including web applications, mobile apps, desktop software, and gaming platforms. Strong background in Agile methodologies, accessibility compliance, and cross-functional team leadership. Trilingual: English, Spanish, and American Sign Language.

[SKILL SETS]

Testing Methodologies & Frameworks:

Agile Testing, Scrum, Regression Testing, Integration Testing, Smoke Testing, Ad-hoc Testing, SDLC, User Acceptance Testing, Test Planning, Test Case Design, Requirement Traceability Matrix, CI/CD Testing, and Waterfall.

Accessibility & Compliance Testing:

508 Compliance, WCAG Guidelines, JAWS Screen Reader, Accessibility Testing, HIPAA Compliance, and Government Standards.

Test Management & Documentation:

JIRA, JIRA Xray, TestRail, IBM Rational Team Concert, DevTrack, Mantis Bug Tracker, Parature, Bug Reporting, SOP Development, and Risk Management.

Platform & Environment Testing:

Web Applications, Mobile Apps (iOS/Android), Desktop Software, Cross-browser Testing, Gaming Platforms, Ruby on Rails Applications, Single Page Applications, PC and Mac software, and REST API Testing.

Tools & Technologies:

Chrome Developer Tools, GitHub, VirtualBox, jQuery, Analytics Validation, Database Testing, Command Line Interfaces, Virtual Environments, JavaScript, HTML, CSS, JSON, SQL, JQL, Cucumber, and LSL (Linden Scripting Language).

Operating Systems & Devices:

Windows, macOS, iOS, Android, Cross-platform Testing, Mobile Device Testing, Tablet Testing, and Console Gaming Systems.

Industry Expertise:

Government Systems, Healthcare Software, Veterans Affairs, Medical Platforms, Gaming, Telehealth, Financial Services, Educational Technology, and Accessibility Services.

Leadership & Process:

QA Process Implementation, Team Leadership, Cross-functional Collaboration, Mentoring, Process Standardization, Quality Assurance Strategy, Production Support, Agile Coaching, and Remote Team Management.

AI LLM and Image Generation:

ChatGPT, Claude, Deepseek, Adobe Firefly, Google Gemini, Pi, Midjourney, and Dream (Android).

Office and Image Suites:

Adobe Creative Suite: Photoshop, Illustrator, InDesign, Premiere Pro, Acrobat, After Effects, Dreamweaver, Office 365: Teams, Word, Excel, and Google Workspace: Drive, Docs, Sheets.

[PROFESSIONAL EXPERIENCE]

Company Name: Global Insight:

Position: Robot Operator

From: July 2025 to September 2025

Position Summary:

Leveraged extensive VR expertise to directly operate humanoid robots for Appteronik, 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.

- * Operate and control humanoid robots in real-time using advanced VR systems to execute complex tasks and support the development of next-generation automation.
- * Prepare and stage physical testing environments to precise specifications, ensuring optimal conditions for robotic performance and data collection.
- * Meticulously document and track software bugs, hardware malfunctions, and performance anomalies in a detailed issue-tracking database, providing critical data to the engineering team.
- * Develop and refine troubleshooting protocols and standard operating procedures (SOPs) in a rapidly evolving environment, ensuring documentation remains accurate and up-to-date.
- * Contribute directly to high-visibility initiatives by consistently meeting daily and weekly team goals for data collection and operational testing.

Company Name: GeekSI:
Position: Senior QA Engineer & Test Lead
From: March 2019 to June 2025

Position Summary:

Senior contractor with GeekSI providing comprehensive QA engineering services to Veterans Affairs for 6 years. Led testing initiatives across VA's healthcare and benefits ecosystem, from telehealth platforms to loan guarantee systems. Subject matter expert in government software testing, 508 accessibility compliance, and modernizing legacy testing processes with Agile methodologies.

- * Served as Senior QA Engineer and Test Lead across multiple mission-critical VA projects, including Telehealth Hub, Advanced Medical Platform (AMPL), Veterans Integrated Registries Platform (VIRP), and Home Loan Guarantee (LGY).
- * Led the full testing lifecycle for the VA Telehealth Hub MVP: built the initial test plan, standardized SOPs, and created the UAT framework while championing Agile adoption over legacy Waterfall processes.
- * Directed 508 compliance and accessibility testing for flagship VA software, utilizing JAWS screen reader and performing rigorous testing to ensure adherence to government standards.
- * Became the Subject Matter Expert (SME) for the Traumatic Brain Injury module within VIRP, managing the Requirement Traceability Matrix and expanding a comprehensive library of regression tests.
- * Engineered and maintained test cases and scripts within IBM Rational Team Concert for the VA Home Loan system, auditing and validating automated tests built with Cucumber and Selenium.
- * Modernized testing protocols across all projects, enforcing reproducible testing patterns and leveraging MUMPS CLI for test data creation in government healthcare systems.

Company Name: EverlyWell:
Position: QA Engineer
From: June 2018 to October 2018

Position Summary:

Lead QA processes for EverlyWell's health test services where customers sent in biological specimens and ultimately viewed and stored the results on a secure online portal. Created a cross-team agile setup in JIRA to facilitate CI/CD workflow.

- * Integrated initial QA process into software development cycle.
- * Developed and maintained QA pipeline for CI/CD.
- * Tested incoming features for website.
- * Managed risk in releasing new features.
- * Mentored staff in effective bug writing.

- * Performed JIRA Administration to match tools to our workflow.

Company Name: YouScience:

Position: QA Engineer

From: July 2017 to June 2018

Position Summary:

Sole tester for YouScience's first website and on-line evaluation tool that provided career and education path assessments to its customers. Provided a strong quality guidance to ensure releases worked solidly before release.

- * Lead testing for flagship product, an online career and education path assessment tool.
- * Designed and initiated a QA process into existing software development cycle.
- * Defined and enforced QA structure and procedure.
- * Ensured compliance of SOP in order to deliver quality weekly builds.
- * Created and maintained Test Case Scenarios.
- * Performed Verification, Integration, and Regression Testing.
- * Created templates for ticket writing of effective bugs and stories.
- * Created documentation for new product features.

Company Name: Luna Data Solutions:

Position: QA Engineer

From: May 2015 to May 2017

Position Summary:

Worked as a contract QA tester for RetailMeNot.com, a website for finding coupons, sales, and purchasing gift cards. I tested the roll-out of their new gift card purchasing ability and worked with development teams to effectively document and execute regression tests.

- * Contracted as a QA Engineer for RetailMeNot, focusing on the rollout of new gift card purchasing features and regression testing.
- * Analyzed results and updated code for RetailMeNot's automated test system to improve efficiency and reliability.
- * Developed custom JavaScript tooling to validate and ensure the accuracy of site-wide analytics implementation.
- * Standardized the smoke testing data suite to guarantee consistency and reliability across all testing environments.
- * Authored comprehensive documentation and use cases, utilized for onboarding new team members and as an ongoing reference.
- * Served as a key member of the Production Support on Duty (PSOD) rotation, providing timely support for live site issues.

Company Name: Communication Services for the Deaf:

Position: QA Engineer

From: May 2013 to January 2015

Position Summary:

Learned American Sign Language and Deaf cultural norms while testing and developing a QA system for CSD's "Vineya" project which brought web-video solutions to the interpreting and accessibility solutions for deaf individuals around the nation.

- * Created initial QA procedures for GoVineya.com, a Ruby on Rails web app.
- * Wrote automated, and semi-automated tests in Ruby with Watir-Webdriver.
- * Created, planned, and executed test runs for each release cycle.
- * Tested mobile app version of Vineya on iOS and mobile browser on Android.
- * Communicated in American Sign Language, adhering to Deaf culture and norms.
- * Set up VirtualBox for testing IE browsers on OSX machines.

Company Name: DocbookMD:

Position: Lead QA Tester

From: July 2012 to April 2013

Position Summary:

Introduced a QA process to the company's HIPAA-compliant messaging app for doctors. Majority of work was tested on IOS phones with some Android and web components. Maintained and enforced testing protocols.

- * Introduced QA process for company's HIPAA-compliant messaging app for doctors.
- * Test lead for mobile app for Android and iOS tablets and phones.
- * Established new testing procedures and wrote test suites.
- * Ensured HIPAA-compliance of messaging app.
- * Managed remote testers and development of local testing team.

Company Name: Luna Data Solutions:

Position: QA Engineer / Test Lead

From: August 2011 to April 2012

Position Summary:

Tested daily builds for basic functionality and participated in improvements to game-play and UI design.

- * 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.

Company Name: Blizzard Entertainment:
 Position: Game Master (Customer Support)
 From: July 2010 to July 2011

Position Summary:

As a "Game Master", provided customer support for players of the number one MMO "World of Warcraft" as well as governance of game rules and restoring hacked accounts in a timely manner.

- * Customer Support for the online World of Warcraft MMO.
- * Assisted World of Warcraft customers with in-game play and technical issues.
- * Provided support via live chat and ticket-based systems to assist customers.
- * Restored compromised accounts; reset inventories that had been modified via unauthorized access.
- * Investigated fraud and exploitation of game mechanics.
- * Directed customers to internal and third-party sources of information.

Company Name: Linden Lab:
 Position: QA Engineer
 From: March 2007 to June 2010

Position Summary:

Linden Lab created the online world of Second Life. Started as a First Responder to all inworld emergencies and diagnosing inworld issues. In my time there I created inworld tools in LSL (Linden Scripting Language) for issue diagnosis. Promoted from part-time to full-time after 3 months. Received second promotion 1 year later (July 1, 2008) after taking on additional responsibilities via an online ticket system as well as live text support via Parature. Promoted in Nov 2009 to QA department.

- * Progressed from First Responder to Customer Service and finally to QA Engineer, demonstrating consistent performance and adaptability.
- * As QA Engineer, tested daily software builds, tracked bugs, and diagnosed complex in-world issues, escalating technical emergencies as needed.
- * Authored custom in-world tools using Linden Scripting Language (LSL) to enhance issue diagnosis, tracking, and resolution efficiency.

- * Provided front-line customer support as a First Responder, managing in-world emergencies and enforcing Terms of Service.
- * Played a key role in establishing and providing customer support initiatives using the Parature ticket system and live text chat.

Company Name: Super Happy Fun Fun:
 Position: QA Tester
 From: November 2006 to February 2007

Position Summary:

Freelance tester for games and applications in a cell phone focused digital media company. Tested software across many brands of cell phone including Nokia, Samsung, Sony Ericsson, Motorola and LG Electronics. Used Mantas bug tracker and participated in the production, testing, support, and troubleshooting of phone applications such as: 3D Tilt-a-world, 50-cent Stuntin', Mirinda and Access Search.

- * Freelance tester for games and applications in a cell phone focused digital media company.
- * Tested software on Nokia, Samsung, Sony, Motorola, and LG Electronics cell phones.
- * Used Mantis bug tracker to assist in testing, support, and troubleshooting of phone applications.

Company Name: Aspyr Media:
 Position: QA Test Lead, QA Game Tester
 From: February 2006 to November 2006

Position Summary:

Tested games and documented bugs on Mac, PC, and various consoles. Used JIRA and DevTrack to provide product feedback and assistance with isolating product bugs.

- * Tested play mechanics and documented bugs for games on Mac, PC, and various consoles.
- * Used JIRA and DevTrack to provide product feedback and assistance with isolating and testing bugs.
- * Proofread extensive game text. Provided test suites and test plans for team of game testers.
- * Shipped titles included Call of Duty 2, Civilization 4, The Sims 2: Nightlife, The Sims 2: Pets, Roller Coaster Tycoon and Spellforce 2.

[EDUCATION]

Dates Attended: 2015 - 2017
 School Name: Austin Community College
 Area of Study: American Sign Language

Dates Attended: 2008 - 2012
School Name: ASL School
Area of Study: American Sign Language

Dates Attended: 2001 - 2002
School Name: Vista College - Berkeley, CA
Area of Study: Video Editing and Life Drawing

Dates Attended: 1995 - 1996
School Name: A.I. of Houston - Houston, TX
Area of Study: Fine Art, Typography, Layout, 3D Max

Dates Attended: 1993 - 1995
School Name: San Jacinto College - Pasadena, TX
Area of Study: Computer Science, Fine Art