John Escobedo

QA Analyst, Lead, Engineer, and Tester

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

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.

Work Experience

GeekSI:

QA Engineer - Austin Tx
2019-03-01 to Present

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.

Responsibilities and Accomplishments

- July 2024 - Present
- Customer: VA
- Project: Telehealth Hub (TH)
- Role: Lead Test Engineer
- Built initial test plan for MVP.
- Standardized and communicated testing SOP.
- Created test framework for User Acceptance Testing teams.
- Championed Agile methods to replace Waterfall tendencies.

- July 2023 - July 2024
- Customer: VA
- Project: Advanced Medical Platform (AMPL)
- Role: Test Engineer
- Tested flagship software (AMPL) builds.
- Created data in MUMPS command line interface tool.
- Extensive 508 testing using JAWS.

- February 2021 - June 2023
- Customer: VA
- Project: HI&M VIRP (Veterans Integrated Registries Platform)
- Role: Test Engineer
- Ensured Requirement Traceability Matrix was intact and ran regression on existing features.
- Became SME of the Traumatic Brain Injury portion of VIRP.
- Created, expanded, and maintained a library of regression tests.
- Documented and developed standard operating procedures for testing.

- March 2019 - February 2021
- Customer: VA
- Project: Home Loan Guarantee (LGY)
- Role: Test Engineer
- Tested incoming updates, bug fixes, and enhancements for government home loan guarantee.
- Enforced protocol and patterns for reproducible testing.
- Created and updated test cases and scripts in IBM Rational Team Concert.
- Audited automated tests in Cucumber/Selenium.

EverlyWell:

QA Engineer - Austin Tx

2018-06-01 to 2018-10-01

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.

Responsibilities and Accomplishments

- 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.

YouScience:

QA Engineer - Austin Tx

2017-07-01 to 2018-06-01

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.

Responsibilities and Accomplishments

- 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.

Luna Data Solutions:

QA Engineer - Austin Tx

2015-05-01 to 2017-05-01

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.

Responsibilities and Accomplishments

- Customer: Retail Me Not
- Project: RMN.com
- Role: QA Engineer
- Analyzed results and updated code of RetailMeNot's automated test system.
- Developed Javascript tooling to easily validate RetailMeNot.com analytics.
- Standardized smoke testing data suite to ensure uniformity across environments.
- Created documentation for use cases, used for on-boarding & employee reference.
- Was a member of the Production Support on Duty (PSOD) rotation crew.

Communication Services for the Deaf:

QA Engineer - Austin Tx

2013-05-01 to 2015-01-01

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.

Responsibilities and Accomplishments

- 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.

DocbookMD:

Lead QA Tester - Austin, TX
2012-07-01 to 2013-03-01

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.

Responsibilities and Accomplishments

- 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.

Luna Data Solutions:

QA Engineer - Austin Tx
2011-08-01 to 2012-04-01

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

Responsibilities and Accomplishments

- Customer: Heatwave Interactive
- Projects: MMORPG "Gods and Heroes: Rome Rising" and online Facebook game "Platinum Life: Country"
- Role: QA Tester / Test Lead
- QA Tester for the MMORPG "Gods and Heroes: Rome Rising".
- Promoted to Test Lead for online Facebook game "Platinum Life: Country".
- Tested daily builds for basic functionality of the game.
- Ensured functionality of core mechanics.
- Wrote test plans for smoke and regression testing.

Blizzard Entertainment:

Game Master (Customer Support) - Austin, TX
2010-07-01 to 2011-07-01

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.

Responsibilities and Accomplishments

- 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.

Linden Lab:

QA Engineer and Tester, Support Specialist - San Francisco, CA (Remote)
2007-03-01 to 2010-06-01

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.

Responsibilities and Accomplishments

- November 2009 - June 2010
- Role: QA
- Promoted to QA to testing daily builds and track bugs.
- Diagnosed inworld issues and escalated technical emergencies to proper departments.

- June 2008 - November 2009
- Role: Customer Service
- Assisted with implementation and establishing initiatives for providing customer support via an online ticket system as well as live text support via Parature.

- March 2007 - July 2008
- Role: First Responder
- Liaison for the on-line world of Second Life.
- Front-facing First Responder to all inworld emergencies.
- Helped resolve conflicts between Residents of Second Life.
- Created inworld tools in LSL (Linden Scripting Language) including issue diagnosis and tracking tools.
- Enforced Linden Lab terms of service, policies and procedures in accordance with company policy and legal stipulations.
- Promoted from part-time to full-time after first 3 months.

Super Happy Fun Fun:

QA Tester - Austin, TX

2006-11-01 to 2007-03-01

> 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.

Responsibilities and Accomplishments

- 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.

Aspyr Media:

QA Test Lead, QA Game Tester - Austin, TX
2006-02-01 to 2006-11-01

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.

Responsibilities and Accomplishments

- 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 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