

JOHN ESCOBEDO

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

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PROFESSIONAL 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.

SKILLS

Business Analysis: Requirements Elicitation, User Stories & Acceptance Criteria, Process Mapping & Documentation, Gap Analysis, Stakeholder Management, Change Management, and Requirements Traceability.

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 (UAT), 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.

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

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

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

07/2025 - Present

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

- 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.

ROBOT TELE-OPERATOR

Insight Global

Austin, TX

07/2025 - 09/2025

Description: 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.

- 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.

SENIOR QA TEST LEAD

GeekSI

Tallahassee, FL

03/2019 - 06/2025

Description: 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.

- 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.

DJ

Freelance

Austin, TX

01/2011 - 04/2012

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

- 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.

SENIOR QA ENGINEER

EverlyWell

Austin, TX

06/2018 - 10/2018

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

- 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.

QA TEST LEAD

YouScience

Austin, TX

07/2017 - 06/2018

Description: 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.

- 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.

QA ANALYST

Luna Data Solutions

Austin, TX

05/2015 - 05/2017

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

- 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.

QA TEST LEAD

Communication Services for the Deaf

Austin, TX

05/2013 - 01/2015

Description: 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.

- 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.

LEAD QA TESTER

DocbookMD

Austin, TX

07/2012 - 04/2013

Description: 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.

- 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.

QA TEST LEAD
Luna Data Solutions
Austin, TX
08/2011 - 04/2012

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

- 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.

EVENT COORDINATOR AND HOST

Kick Butt Coffee
Austin, TX
01/2011 - 04/2012

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

- 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.

GAME MASTER

Blizzard Entertainment
Austin, TX
07/2010 - 07/2011

Description: 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.

- 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

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

LINKEDIN

<https://www.linkedin.com/in/johnesco/>