hn Escobedo

SQA Test Lead, UAT Lead QA Test Analyst, QA Manual Tester

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Summary: Senior QA Engineer with a track record of taking full ownership of the software quality lifecycle, from founding QA departments in startup environments to leading testing for high-stakes government projects. Over 18 years of experience in full-stack testing, process implementation, and cross-functional team leadership. A skilled communicator who excels at bridging the gap between technical teams and business stakeholders, ensuring clear alignment on quality goals and project requirements. Trilingual in 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, iOS Simulator, 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

Insight Global | Austin, TX

Robot Operator
July 2025 to 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.

Responsibilities and Accomplishments

- 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.

GeekSI | Tallahassee, FL

Senior QA Engineer & Test Lead
March 2019 to June 2025

Senior contractor providing comprehensive QA engineering 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.

Responsibilities and Accomplishments

- Led the full testing lifecycle for the VA Telehealth Hub MVP: built the initial test plan, standardized SOPs, created the UAT framework, and championed Agile adoption to replace legacy Waterfall processes.
- Directed 508 compliance and accessibility testing for flagship VA software, including the Advanced Medical Platform (AMPL), utilizing JAWS screen

reader to ensure adherence to strict government standards.
- Served as the Subject Matter Expert (SME) for the Traumatic Brain Injury module within the Veterans Integrated Registries Platform (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 (LGY), 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.
- Tested a diverse array of platforms including web applications, mainframes, Linux machines, and mobile devices (Android, iOS).

EverlyWell | Austin, TX

QA Engineer
June 2018 to October 2018

As the primary QA engineer, 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.

Responsibilities and Accomplishments

- As the initial QA resource, integrated the first formal QA process into the software development cycle for the health test service platform.
- Served as the JIRA administrator, customizing projects, workflows, and fields to align with and facilitate a new cross-team Agile and CI/CD process.
- Developed and maintained the QA pipeline to support continuous integration and deployment, managing risk for new feature releases.
- 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.

YouScience | Austin, TX

QA Test Lead | QA Analyst
July 2017 to 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.

Responsibilities and Accomplishments

- As the only QA resource, built the QA process from the ground up and integrated it into the existing software development lifecycle.
- 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.
- Established standardized templates for bug reports and user stories to improve clarity and streamline communication with development teams.

Luna Data Solutions | Austin, TX

QA Analyst | QA Engineer
May 2015 to 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.

Responsibilities and Accomplishments

- Led QA for the rollout of new gift card purchasing features and conducted extensive regression testing for the RetailMeNot e-commerce platform.
- Authored and updated code for the internal automated test system, improving its efficiency and reliability for the development team.
- 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.
- Served as a key member of the Production Support on Duty (PSOD) rotation, providing timely investigation and resolution for live site issues.

Communication Services for the Deaf | Austin, TX

QA Test Lead, QA Analyst
May 2013 to 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.

Responsibilities and Accomplishments

- 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.
- Applied acquired American Sign Language skills and understanding of Deaf cultural norms to collaborate effectively with the team and inform a culturally-aware testing approach.
- 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.
- Engineered the testing environment by configuring VirtualBox to enable cross-browser testing of Internet Explorer on OSX machines.

DocbookMD | Austin, TX

Lead QA Tester
July 2012 to 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.

Responsibilities and Accomplishments

- 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 by managing and mentoring new testers, subsequently building and leading a local testing team.

Luna Data Solutions | Austin, TX

QA Test Lead | QA Tester
August 2011 to 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.

Responsibilities and Accomplishments

- 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.

Blizzard Entertainment | Austin, TX

Game Master (Technical Support & Customer Service)
July 2010 to July 2011

Provided advanced technical support and customer service for the 'World of Warcraft' MMO, serving as a frontline investigator for complex in-game issues,

fraud, and exploitation. Developed exceptional skills in problem-solving, data analysis, and customer communication within a high-volume, live-service environment.

Responsibilities and Accomplishments

- Investigated and diagnosed a high volume of complex technical and gameplay issues, utilizing analytical skills to identify root causes and implement solutions.
- Restored compromised player accounts and inventories with precision, adhering to strict security and data integrity protocols.
- Analyzed and documented cases of fraud and exploitation of game mechanics, providing detailed reports for development teams.
- Delivered expert support via live chat and ticket systems, effectively communicating technical solutions to a diverse user base.
- Developed a deep understanding of live service operations and the player support lifecycle for a large-scale, always-on application.

Linden Lab | San Francisco, CA (Remote)

QA Analyst | Customer Support & Tools Specialist
March 2007 to June 2010

Progressed through a series of promotions from frontline support to QA Analyst for the complex virtual world of Second Life. Culminated in a QA role testing daily builds and diagnosing critical issues, building upon a strong foundation in customer support, tool development, and live service management.

Responsibilities and Accomplishments

- Promoted to QA Analyst after demonstrating exceptional technical and diagnostic skills in prior support roles; responsible for testing daily software builds, tracking bugs, and diagnosing complex in-world issues.
- Authored custom in-world diagnostic and tracking tools using Linden Scripting Language (LSL), enhancing the efficiency of issue resolution for both support and QA teams.
- Served as a frontline First Responder, managing in-world emergencies, enforcing Terms of Service, and resolving user conflicts within a large-scale, live online environment.
- Played a key role in establishing and providing customer support initiatives using the Parature ticket system and live text chat, supporting a seamless user experience.
- Rapidly promoted from part-time to full-time and again to a senior support role, based on consistent performance and initiative before final promotion to the QA department.

Super Happy Fun Fun | Austin, TX

QA Tester
November 2006 to February 2007

Performed cross-platform compatibility testing for mobile games and applications on a diverse library of hundreds of feature phones, including the popular Motorola Razr. Navigated the complexities of pre-smartphone mobile development by validating software performance across major manufacturers like Nokia, Samsung, Sony Ericsson, and LG Electronics.

Responsibilities and Accomplishments

- Executed comprehensive functional and compatibility testing for J2ME-based mobile games and applications across a vast inventory of 100+ unique feature phone models.
- Managed testing on a wide array of devices and platforms, including Nokia, Samsung, Sony Ericsson, Motorola (including the Razr), and LG Electronics, to ensure broad market compatibility.
- Identified, documented, and tracked platform-specific bugs using the Mantis bug tracker, providing critical data to developers for issue resolution.
- Supported the full product lifecycle for multiple titles, from initial testing through production and post-release support and troubleshooting.
- Gained early expertise in the challenges of fragmented mobile environments, developing strategies for efficient testing across disparate hardware and software platforms.

Aspyr Media | Austin, TX

QA Test Lead, QA Game Tester
February 2006 to November 2006

> Executed rigorous quality assurance testing for high-profile video game titles being ported to the Mac platform. Gained foundational expertise in the software development lifecycle by documenting defects, validating fixes, and ensuring a seamless user experience for a new audience.

Responsibilities and Accomplishments

- Performed functional, compatibility, and regression testing on ports of major game titles (including Call of Duty 2, Civilization IV) from Windows to the macOS environment.
- Authored and maintained detailed test plans and test suites to guide a team of testers, establishing organized testing protocols.
- Utilized JIRA and DevTrack to meticulously document, track, and verify software defects, providing developers with clear and actionable bug reports.
- Conducted extensive proofreading of in-game text and UI elements to ensure linguistic accuracy and quality for the final release.
- Collaborated closely with the development team to isolate and reproduce issues specific to the Mac port, contributing to stable product launches.

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