

John Escobedo

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

letmeshowyou@gmail.com

(512) 299-3269

16506 Fetching

Manor, Texas 78653

Summary: Senior QA Test Lead 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

Problem-Solving & Analysis

Attention to Detail Analytical Thinking Problem-Solving Critical Thinking Root Cause Analysis Troubleshooting

Interpersonal & Collaboration

Clear Communication Curiosity Cross-functional Collaboration Mentoring Agile Coaching Public Speaking & MC

Leadership & Process

QA Process Implementation Team Leadership Process Standardization Agile/Scrum Production Support
Remote Team Management

Testing Methodologies & Frameworks

Agile Testing Regression Testing User Acceptance Testing Test Planning CI/CD Testing Accessibility & 508 Testing

Test Management & Documentation

JIRA/Xray TestRail Test Case Design Bug Reporting SOP Development Risk Management

Platforms & Environments

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

Tools & Technologies

GitHub Chrome Developer Tools SQL JavaScript/HTML/CSS Command Line Interfaces JQL

Industry Expertise

Healthcare & Telehealth Gaming & Entertainment Educational Technology Live Events & Hosting
Government & Veterans Affairs Virtual Reality (VR)

AI Collaboration & Prompting

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

Work Experience

Freelance | Austin, TX

Karaoke Host

July 2025 to Present

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

Responsibilities and Accomplishments

- Set up and operate sound systems, speakers, and karaoke software for events.
- Create a welcoming, fun atmosphere that encourages audience participation.
- Troubleshoot technical and audio issues in real-time to ensure seamless performances.
- Manage song queues and requests while maintaining event flow and timing.
- Engage with guests to build rapport and ensure an inclusive experience for all skill levels.

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.
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GeekSI | Tallahassee, FL

Senior QA Test Lead | QA Analyst

March 2019 to 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.

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).
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EverlyWell | Austin, TX

QA Test Lead

June 2018 to October 2018

As the primary QA Test Lead, 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.
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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.
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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.

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

Online version: <https://johnesco.github.io/resume>