

John Escobedo

Senior QA Test Lead | UAT & Test Strategy | Healthcare & Government Systems

letmeshowyou@gmail.com

(512) 299-3269

16506 Fetching

Manor, Texas 78653

Summary: Senior QA Test Lead with 18+ years driving test strategy, UAT execution, and quality process implementation across healthcare, government, and gaming systems. Expert in building QA frameworks from scratch, leading distributed teams through Agile adoption, and serving as the critical bridge between development, stakeholders, and end-users. Deep expertise in accessibility testing (508 compliance), requirements traceability, and translating complex business needs into comprehensive test coverage. Trilingual communicator (English, Spanish, ASL) with proven ability to influence stakeholders and deliver clarity in ambiguous environments.

Skills

Business Analysis: Requirements Elicitation, User Stories & Acceptance Criteria, Process Mapping & Documentation, Gap Analysis

Leadership & Process: QA Process Implementation, Team Leadership, Process Standardization, Agile/Scrum

Testing Methodologies & Frameworks: Agile Testing, Regression Testing, User Acceptance Testing (UAT), Test Planning

Test Management & Documentation: JIRA/Xray, TestRail, Test Case Design, Bug Reporting

Platforms & Environments: Web Applications, Mobile (iOS/Android), Desktop (PC, Mac, Linux), Cross-browser/Cross-platform

Tools & Technologies: GitHub, Chrome Developer Tools, SQL / JQL, JavaScript/HTML/CSS

Professional Experience

Robot Tele-Operator

Insight Global | Austin, TX

July 2025 to September 2025

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 where none existed, producing reference materials the broader team adopted as standard practice.
- Bridged operations and engineering communication, keeping both teams aligned on priorities and findings.
- Reached full productivity in a novel role with minimal onboarding, independently navigating a complex robotics domain.
- Reduced physical testing environment setup time by 75% by standardizing the preparation pattern, ensuring consistent and repeatable conditions for data collection.

Senior QA Test Lead | Quality Assurance Tester | Scrum Master

GeekSI | Tallahassee, FL

March 2019 to June 2025

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.

- Became the go-to SME for the Traumatic Brain Injury module, running knowledge transfer sessions that enabled cross-functional teams to navigate complex healthcare domain requirements.
 - Championed the transition from Waterfall to Agile, coaching distributed teams through adoption and gaining leadership buy-in, improving delivery predictability across projects.
 - 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, catching requirement-execution gaps before automated tests went into rotation.
 - Built requirements traceability documentation that mapped every business need to test coverage across web, mainframe, and mobile platforms.
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Senior QA Engineer | Quality Assurance Tester

EverlyWell | Austin, TX

June 2018 to October 2018

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

- Designed a unified JIRA workflow, facilitating smoother cross-team collaboration and visibility into release status.
 - Assessed release risks and communicated go/no-go recommendations to product and engineering leadership, balancing speed-to-market with quality.
 - Defined the initial QA process and validation criteria for the health test service platform, setting the standard for how requirements would be verified.
 - Mentored team members on effective documentation practices and quality standards to foster a culture of quality across the organization.
 - Validated releases across all major browsers and mobile devices, catching requirement gaps before production deployment.
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QA Test Lead | QA Analyst

YouScience | Austin, TX

July 2017 to June 2018

As the sole QA resource, built comprehensive quality processes and test infrastructure for the company's flagship education assessment platform, earning 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.
 - Created end-to-end test documentation spanning 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.
 - Owned end-to-end validation for the flagship web application, gating every release across browsers and mobile platforms.
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QA Engineer | QA Analyst

Luna Data Solutions | Austin, TX

May 2015 to May 2017

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 leadership expectations.
- Engineered custom JavaScript tools to validate site-wide analytics implementation and data integrity, ensuring business requirements were accurately captured.
- Created standardized test documentation and data suites that eliminated inconsistencies across testing environments.
- Responded to live production issues under pressure, triaging problems and communicating status updates to leadership during critical outages.
- Partnered with developers to enhance internal tooling, ensure a CI/CD workflow, and contribute improvements that increased team efficiency.

Additional Experience

QA Test Lead, QA Analyst	<i>Communication Services for the Deaf</i>	(2013-2015)
Lead QA Tester Quality Assurance Tester	<i>DocbookMD</i>	(2012-2013)
QA Test Lead QA Tester	<i>Luna Data Solutions</i>	(2011-2012)
Game Master Customer Experience & Trust Specialist	<i>Blizzard Entertainment</i>	(2010-2011)
QA Analyst Support Tools Developer Community Operations	<i>Linden Lab</i>	(2007-2010)
QA Tester	<i>Super Happy Fun Fun</i>	(2006-2007)
QA Test Lead, QA Game Tester	<i>Aspyr Media</i>	(2006-2006)

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