

John Escobedo

SQA Lead, Trainer, UAT

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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, 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, 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 (Tallahassee, FL)

Senior QA Engineer & Test Lead

Mar 2019 to Jun 2025

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

- Served as Senior QA Engineer and Test Lead across multiple mission-critical VA projects, including Telehealth Hub, Advanced Medical Platform (AMPL), Veterans Integrated Registries Platform (VIRP), and Home Loan Guarantee (LGY).

- Led the full testing lifecycle for the VA Telehealth Hub MVP: built the initial test plan, standardized SOPs, and created the UAT framework while championing Agile adoption over legacy Waterfall processes.
- Directed 508 compliance and accessibility testing for flagship VA software, utilizing JAWS screen reader and performing rigorous testing to ensure adherence to government standards.
- Became the Subject Matter Expert (SME) for the Traumatic Brain Injury module within 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, 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.

EverlyWell (Austin, Tx)

QA Engineer

Jun 2018 to Oct 2018

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 (Austin, Tx)

QA Engineer

Jul 2017 to Jun 2018

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 (Austin, Tx)

QA Engineer

May 2015 to May 2017

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

- Contracted as a QA Engineer for RetailMeNot, focusing on the rollout of new gift card purchasing features and regression testing.
- Analyzed results and updated code for RetailMeNot's automated test system to improve efficiency and reliability.
- Developed custom JavaScript tooling to validate and ensure the accuracy of site-wide analytics implementation.
- Standardized the smoke testing data suite to guarantee consistency and reliability across all testing environments.
- Authored comprehensive documentation and use cases, utilized for onboarding new team members and as an ongoing reference.
- Served as a key member of the Production Support on Duty (PSOD) rotation, providing timely support for live site issues.

Communication Services for the Deaf (Austin, Tx)

QA Engineer

May 2013 to Jan 2015

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 (Austin, Tx)

Lead QA Tester

Jul 2012 to Apr 2013

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 (Austin, Tx)

QA Engineer / Test Lead

Aug 2011 to Apr 2012

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

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 (Customer Support)

Jul 2010 to Jul 2011

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 (San Francisco, CA)

QA Engineer

Mar 2007 to Jun 2010

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

- Progressed from First Responder to Customer Service and finally to QA Engineer, demonstrating consistent performance and adaptability.
- As QA Engineer, tested daily software builds, tracked bugs, and diagnosed complex in-world issues, escalating technical emergencies as needed.
- Authored custom in-world tools using Linden Scripting Language (LSL) to enhance issue diagnosis, tracking, and resolution efficiency.
- Provided front-line customer support as a First Responder, managing in-world emergencies and enforcing Terms of Service.
- Played a key role in establishing and providing customer support initiatives using the Parature ticket system and live text chat.

Super Happy Fun Fun (Austin, Tx)

QA Tester

Nov 2006 to Feb 2007

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 (Austin, Tx)

QA Test Lead, QA Game Tester

Feb 2006 to Nov 2006

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

Visit: <http://johnesco.github.io/resume>