JOHN ESCOBEDO
Quality & User Experience Leader | Technical Trainer | AI-Curious Problem Solver
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PROFESSIONAL SUMMARY

Quality and user experience professional with 18+ years bridging technical teams and end-users across healthcare, gaming, e-commerce, and government systems. I've built QA processes from scratch, led testing for mission-critical applications, trained teams on tools and best practices, and advocated for accessibility as a core product value. Currently expanding into AI tooling and prompt engineering. Trilingual communicator (English, Spanish, ASL) skilled at translating complex systems into intuitive experiences and aligning cross-functional teams on shared goals.

SKILLS

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, 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.

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

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

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
Self-Employed
Austin, TX
07/2025 - Present
Description: Hosted live karaoke events, managed all aspects of audio equipment, song selection, and audience engagement to create memorable entertainment experiences. Combined technical expertise with interpersonal skills to deliver smooth, high-energy events for diverse audiences.
- Set up and operated sound systems, speakers, and karaoke software for events.
- Created a welcoming, fun atmosphere that encouraged audience participation.
- Troubleshot technical and audio issues in real-time to ensure seamless performances.
- Managed song queues and requests while maintaining event flow and timing.
- Engaged with guests to build rapport and ensure an inclusive experience for all skill levels.

ROBOT TELE-OPERATOR
Insight Global
Austin, TX
07/2025 - 09/2025
Description: 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.
- Rapidly adapted to a novel role with minimal onboarding, mastering VR-based robot operation within days to meet aggressive development timelines.
- Prepared and staged physical testing environments to precise specifications, ensuring optimal conditions for robotic performance and data collection.
- Served as a critical communication bridge between operations and engineering, translating observed robot behaviors into actionable bug reports that accelerated issue resolution.
- Proactively authored troubleshooting protocols and SOPs in a process-light environment, establishing documentation standards adopted by the broader team.
- Contributed directly to high-visibility initiatives by consistently meeting daily and weekly team goals for data collection and operational testing.

SENIOR QA TEST LEAD
GeekSI
Tallahassee, FL
03/2019 - 06/2025
Description: Provided 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.
- Championed the transition from Waterfall to Agile methodologies for the VA Telehealth Hub, gaining stakeholder buy-in and coaching cross-functional teams through the adoption process.

- Advocated for accessibility as a core quality metric, leading 508 compliance initiatives and educating team members on the importance of inclusive design for veteran users.
- Served as the go-to SME for the Traumatic Brain Injury module, facilitating knowledge transfer sessions and mentoring junior analysts on complex healthcare domain requirements.
- Collaborated with automation engineers to validate Cucumber/Selenium scripts, ensuring alignment between manual test intent and automated execution.
- Drove standardization of testing practices across multiple VA projects, building consensus among distributed teams and reducing onboarding time for new testers.
- Tested a diverse array of platforms including web applications, mainframes, Linux machines, and mobile devices (Android, iOS).

DISC JOCKEY
Self-Employed
Austin, TX
01/2011 - 04/2012
Description: DJed at various dances and events around Austin, Tx
- Created DJ setlists for Danceversity, Dance International, and Synergy Dance Studio.
- Matched tone and vibe for various events need last-minute DJing.
- Updated social media accounts to keep dancers posted on new events.
- Adapted to various in-house sound systems.

SENIOR QA ENGINEER
EverlyWell
Austin, TX
06/2018 - 10/2018
Description: As the primary QA tester, 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.
- As the initial QA resource, integrated the first formal QA process into the software development cycle for the health test service platform.
- 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 assurance.
- 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.

QA TEST LEAD
YouScience
Austin, TX
07/2017 - 06/2018
Description: 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.
- As the sole QA voice, built credibility with development and product teams by demonstrating the value of structured testing, ultimately integrating QA as a respected part of the SDLC.
- 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.
- Improved developer-QA communication by introducing standardized bug report and user story templates, reducing back-and-forth and accelerating fix turnaround.

QA ANALYST
Luna Data Solutions
Austin, TX
05/2015 - 05/2017
Description: 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.
- Coordinated QA efforts across multiple teams for the high-visibility gift card feature launch, aligning testing priorities with business objectives.
- Partnered with developers to enhance the internal test automation framework, contributing code improvements that increased team efficiency.
- 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.
- Responded to live production issues under pressure, triaging problems and communicating status updates to stakeholders during critical outages.

QA TEST LEAD
CSD, Inc.
Austin, TX
05/2013 - 01/2015
Description: 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.
- 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.
- Invested in learning American Sign Language and Deaf cultural norms to build authentic relationships with colleagues and ensure the product truly served its community.
- 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.
- Problem-solved cross-browser testing limitations on Mac hardware by implementing a VirtualBox-based solution, enabling comprehensive IE testing without additional equipment costs.

LEAD QA TESTER
DocbookMD
Austin, TX
07/2012 - 04/2013
Description: 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.
- 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 from a one-person operation to a team, hiring, onboarding, and mentoring new testers while maintaining quality standards during rapid growth.

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

EVENT COORDINATOR AND HOST
Kick Butt Coffee
Austin, TX
01/2011 - 04/2012
Description: Held the first public dance in a style known as Fusion.
- Organized and ran a weekly dance in a local Austin coffee shop Kick Butt Coffee.
- Lead and organized DJs for each event.
- Advertised events on social media.
- Set up an in-house audio system to allow DJ's to plug directly into the house system.

GAME MASTER
Blizzard Entertainment
Austin, TX
07/2010 - 07/2011
Description: Provided empathetic, high-touch customer experience support for the 'World of Warcraft' MMO, helping players through emotionally charged situations involving lost items, compromised accounts, and in-game disputes. Served as a frontline investigator for fraud and exploitation while maintaining player trust in a high-volume, live-service environment.
- Provided compassionate support during emotionally charged escalations, restoring lost items and accounts that held significant personal value to players.
- De-escalated frustrated and distressed users through patient listening and clear communication, turning negative experiences into moments of trust.
- Restored compromised player accounts and inventories with precision, adhering to strict security and data integrity protocols.
- Investigated and documented cases of fraud and exploitation, providing detailed reports for development teams.
- Delivered high-volume support via live chat and ticket systems, balancing efficiency with genuine care for each player's experience.

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

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