

John Escobedo

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

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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.

Skill Sets

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

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

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

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

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

Work Experience

Insight Global | Austin, TX

Robot Tele-Operator

July 2025 to September 2025

Responsibilities and Accomplishments:

Served as communication bridge between operations and engineering for Appteronik'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 in a process-light environment, establishing documentation standards adopted by the broader team.
- Served as critical communication bridge between operations and engineering, ensuring alignment on priorities and findings.
- Rapidly adapted to novel role with minimal onboarding, demonstrating ability to learn complex domains quickly.
- Prepared and staged physical testing environments to precise specifications, ensuring optimal conditions for data collection.

GeekSI | Tallahassee, FL

Senior QA Test Lead | QA Analyst

March 2019 to June 2025

Responsibilities and Accomplishments:

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.

- Served as go-to SME for the Traumatic Brain Injury module, facilitating knowledge transfer sessions and translating complex healthcare domain requirements for cross-functional teams.
- Championed the transition from Waterfall to Agile methodologies, gaining stakeholder buy-in and coaching teams through adoption — a change management initiative that improved delivery predictability.
- 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, ensuring alignment between documented requirements and automated execution.
- Created and maintained requirements traceability documentation ensuring business needs mapped to test coverage across web, mainframe, and mobile platforms.

EverlyWell | Austin, TX

Senior QA Engineer

June 2018 to October 2018

Responsibilities and Accomplishments:

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 stakeholders, balancing speed-to-market with quality requirements.
- Established the initial QA process and documentation standards for the health test service platform, defining how requirements would be validated.
- Mentored team members on effective documentation practices and quality standards to foster a culture of quality across the organization.
- Performed validation testing across all major browsers and mobile devices to ensure requirements were met before release.

YouScience | Austin, TX

QA Test Lead | QA Analyst

July 2017 to June 2018

Responsibilities and Accomplishments:

As the sole QA resource, established comprehensive documentation framework and quality processes for the company's flagship education assessment platform, building 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.
- Developed complete documentation framework including test 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.
- Managed all validation activities for the flagship web application across browsers and mobile devices.

Luna Data Solutions | Austin, TX

QA Analyst | QA Engineer

May 2015 to May 2017

Responsibilities and Accomplishments:

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 stakeholder expectations.
- Engineered custom JavaScript tools to validate site-wide analytics implementation and data integrity, ensuring business requirements were accurately captured.
- Developed and standardized documentation and data suites to guarantee consistency across all environments.
- Responded to live production issues under pressure, triaging problems and communicating status updates to stakeholders during critical outages.
- Partnered with developers to enhance internal tooling, contributing improvements that increased team efficiency.

Earlier Experience

Communication Services for the Deaf | QA Test Lead, QA Analyst (2013-2015)

DocbookMD | Lead QA Tester (2012-2013)

Luna Data Solutions | QA Test Lead | QA Tester (2011-2012)

Kick Butt Coffee | Event Coordinator and Host (2011-2012)

Blizzard Entertainment | Game Master | Customer Experience & Trust Specialist (2010-2011)

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>