



# JUAN SAMAYOA

## IT TESTING ENGINEER I

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📍 Guatemala City, Villa Linda Tres zona 7

### ABOUT ME

I am an adaptable professional with the ability to learn quickly and solve problems efficiently. I work well in teams, am responsible, and proactive in task execution. I am committed to continuous growth and personal improvement.

### WORK EXPERIENCE

#### IT Testing Engineer I

Conduent Business Services de Guatemala, S.A. | October 2024 - Present

- Creation of SQL queries in Oracle
- Creation of test cases for various pharmaceutical clients
- Quality control of client reporting dashboards
- Data integrity assurance in databases
- Execution of manual testing

#### Specialized QA Analyst

Banco Industrial, S.A. | July 2022 - October 2024

- Digitization of banking products
- Execution of manual tests (black box, white box, smoke testing)
- Creation of test scripts and scenarios
- Identification and correction of errors
- Quality and functionality assurance of applications
- Business requirements analysis

Front-End Development (In parallel) | February 2024 - October 2024

- Front-end development using Angular
- Implementation of user interfaces and reusable components
- Integration of services and APIs to ensure a smooth user experience
- Collaboration with the design team to align the front-end with visual and functional requirements

#### Customer Resolution Expert - CRE (T-Mobile)

Alorica Comunicaciones Limitada | May 2022 - July 2022

- Support to the operations team with escalations
- Generation of daily, weekly, and monthly performance reports
- Resolution of customer issues
- Sending invoices, contracts, and orders to clients
- Automation and process improvement

#### Customer Service Representative (T-Mobile)

Alorica Comunicaciones Limitada | April 2021 - May 2022

- Provide efficient and friendly assistance and technical support to T-Mobile customers
- Resolve inquiries and issues related to T-Mobile products and services
- Handle complaints and claims with empathy, seeking satisfactory solutions for the customer
- Guide customers in the use of mobile devices and applications

## ACADEMIC BACKGROUND

### Universidad Mariano Gálvez de Guatemala

Information Systems Engineering and Computer Science  
2023 - Present

### Colegio Montano Portal Los Alámos

High School Diploma in Sciences and Letters with a focus on Computing |  
2016 - 2017

### Liceo Cristiano Roca de Ayuda

Primary and Secondary Education | 2009 - 2015

#### SOFT SKILLS

- Effective communication
- Good time management
- Quick learning
- Responsibility
- Problem-solving
- Attention to detail
- Adaptability
- Agility in results
- Continuous learning
- Teamwork

#### TECHNICAL SKILLS

- Proficiency in Microsoft Office (Teams, Word, Excel, etc.)
- Proficiency in API testing tools (Postman, SOAP UI, etc.)
- Proficiency in Jira and Azure DevOps
- Proficiency in operating systems and troubleshooting
- Proficiency in banking systems
- Proficiency in CRM systems
- Photography and editing
- C++/C#, Java, Python
- HTML, CSS, Angular
- AutoCAD 2D
- Databases (PLSQL, SQL Server, Oracle DB)

#### LANGUAGES

**English:** B2

**Spanish:** Native

#### PROJECTS

- Placement of remittance loans in Banking Agents
- Administrative module for immediate debit card activation in Banking Agents
- Immediate debit card activation in Banking Agents
- Claims module for charges on Express Monetary Accounts
- Placement of Monetary Accounts in agents
- Commission module in Banking Agents
- Patient visualization and application in dashboard for Novo Nordisk
- Improvements to the patient care CRM for TerSera
- Update of recon dashboards for TerSera and AbbVie

#### PERSONAL REFERENCES

**Ruben Rimola**  
**Elsa Castillo**  
**Fernanda Samayoa**

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**CEL:** +502 3034-9901

#### PROFESSIONAL REFERENCES

**Arodi Monge**  
**Otoniel Pineda**  
**Andhy Solis**

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**CEL:** +502 5570-3959  
**CEL:** +502 4187-6096

## COURSES AND CERTIFICATIONS

- Java with Object-Oriented Programming (2014) - INTECAP
- Calusac Level 12 Approved (University of San Carlos of Guatemala)
- Introduction to Programming (2020) - Capacitate para el Empleo
- Object-Oriented Programmer (2020) - Capacitate para el Empleo
- Back-end Developer (2021) - Capacitate para el Empleo
- Scrum Foundations (2022) - Certiprof (Certificate 78218639)
- Secure Development Training (2023) - Devel Cybersecurity
- Server Administrator (2025) - Capacitate para el Empleo
- Version Control (Git) (2025) - Capacitate para el Empleo
- Responsive Web Developer (2025) - Capacitate para el Empleo
- Front-end Developer (2025) - Capacitate para el Empleo
- Graphical Interface Developer (2025) - Capacitate para el Empleo
- Diploma in "Full Stack Fundamentals" (2025) - Capacitate para el Empleo
- User Experience (UX) Designer (2025) - Capacitate para el Empleo
- Style Postprocessors (2025) - Capacitate para el Empleo
- Style Preprocessors (2025) - Capacitate para el Empleo
- C# Programmer (2025) - Capacitate para el Empleo
- Basic Computing (2025) - Capacitate para el Empleo