



JUAN SAMAYOA

IT TESTING ENGINEER I

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ABOUT ME

Results-oriented QA Engineer and Automation Specialist with 3 years of experience in Agile environments, dedicated to ensuring software quality and data integrity. Proficient in manual testing, API test automation (reducing validation time by 30% using Postman Flows), and optimizing SQL queries for testing. My ability to identify and resolve defects, complemented by Front-end Development (Angular) experience, enables me to contribute comprehensively to the software development lifecycle. Seeking a remote QA role to leverage technical skills and commitment to excellence.

WORK EXPERIENCE

IT Testing Engineer I

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

- Optimized SQL query creation in Oracle, resulting in a 50% reduction in future testing time for similar cases.
- Developed and executed over 50 test cases for pharmaceutical clients, contributing to a 40% decrease in post-implementation defects.
- Performed quality control on over 20 client reporting dashboards, ensuring data accuracy and improving decision-making by 15%.
- Conducted validation processes to ensure data integrity in databases, resulting in a 10% reduction in data inconsistencies.
- Executed thorough manual tests on new functionalities, identifying an average of 3 critical defects per development cycle.

Specialized QA Analyst

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

- Led the successful implementation and execution of the first automated test in Postman Flows, reducing API validation time by 30%.
- Performed manual tests (black box, white box, smoke testing) on over 10 banking applications, detecting and documenting an average of 8 failures per project.
- Designed and created over 150 test scripts and detailed scenarios, improving test coverage by 30% and achieving 100% in certification tests.
- Identified and collaborated on error correction in applications, contributing to a 15% decrease in user-reported incidents.
- Ensured the quality and functionality of banking applications, achieving 95% compliance with functional requirements.
- Conducted business requirements analysis, facilitating the translation of user needs into technical specifications and reducing misunderstandings by 10%.

Customer Resolution Expert - CRE (T-Mobile)

Alorica Comunicaciones Limitada | May 2022 - July 2022

- Provided critical support to the operations team, managing and resolving an average of 10-15 escalations daily.
- Generated daily, weekly, and monthly performance reports for management, which facilitated data-driven decision-making and improved operational efficiency by 10%.
- Resolved complex customer issues, maintaining an 85% customer satisfaction index.
- Managed the daily dispatch of an average of 12 invoices, contracts, and orders to clients, ensuring accuracy and timely delivery.
- Identified and implemented improvements in operational processes, resulting in a 10% reduction in routine task processing time.

Customer Service Representative (T-Mobile)

Alorica Comunicaciones Limitada | April 2021 - May 2022

- Provided assistance and technical support to over 50 T-Mobile customers daily, maintaining a high level of efficiency and an NPS of 87%.
- Resolved an average of 90% of inquiries and issues related to T-Mobile products and services on the first call.
- Managed complaints and claims with empathy, achieving 85% satisfactory resolution and customer retention.
- Educated customers on the use of mobile devices and applications, reducing repeated support requests by 20%.

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

- **QA & Automation:** Test Automation, API Testing (Postman Flows), Manual Testing (Black Box, White Box, Smoke), Test Case Design, Defect Management, JIRA, Azure DevOps, Git.
- **Programming Languages:** JavaScript, TypeScript, Python, Java.
- **Frontend Technologies:** Angular, HTML, CSS.
- **Databases:** SQL (Oracle), PostgreSQL, SQL Server (Microsoft).
- **Methodologies & Tools:** Agile (Scrum), CI/CD, SDLC, Git, Postman, TestNG, AWS CloudWatch, AWS S3, Linux CLI.

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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PROFESSIONAL REFERENCES

Arodi Monge
Otoniel Pineda
Andhy Solis

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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
- Google Cloud Big Data and Machine Learning Fundamentals - Google Cloud
- Introduction to Software Development - Amazon