Luis Francisco Contreras Gonzalez
Sr. QA Software Test Engineer

+521 449 113 30 18
contrerasgonzalezluisfco@gmail.com

Highly motivated, results-oriented Test Lead and consultant who strives for excellence in delivering business solutions with more than 6 years of experience working in the field of Information Systems and clients support for different companies in their technology departments with strong analytical and problem-solving skills.

Enthusiastic professional as a software testing specialist and consultant qualified for every job. Also, personal qualities such as commitment, honesty, persistency, reliability, fairness, work under pressure, creativity, team worker, adaptable and self motivated quick learner.

MY JOB TECHNICAL SKILLS

- Azure DevOps Server(ADS).
- HP ALM Quality Center.
- Jira with QMetry, Zephyr, and confluence.
- Microsoft Team Foundation Server.
- Agile and waterfall methodologies.
- Scrum.
- Selenium Web Driver.
- Maven.
- TestNG.
- Selenium IDE.
- Apache JMeter.
- BlazeMeter.
- Postman.
- Google Lighthouse.
- Google PageSpeed Insights.
- Google Analytics.
- Google Tag Manager.
- Java.
- C.
- Python.
- JavaScript.
- jQuery.
- HTML.
- XML.
- CSS.
- SQL Developer.
- PostgreSQL.
- MySQL for database administration.
- SQL Server for database administration.
- Oracle SQL for database administration.
- Jenkins.
- Git.
- GitHub.
- GitLab.
- BrowserStack.
- Screenfly.
- DeviceAnywhere.
- UML software for systems design.
- Systems Analysis and Documentation.
- Microsoft Office Suite.
- VMware Workstation.
- Microsoft Project.
- Microsoft Windows Server.
- macOS.
- Linux OS.
- Android.
- IOS.
- Apple's watchOS.
- Outlook.
- Skype for business.
- Slack.
- Microsoft Teams.
- Cisco Jabber.
- RingCentral.
- Zoom.
- Apple's iMovie.

CAREER HISTORY, EXPERIENCE

Sr. QA Software Test Engineer
QASource | June 2018– Present

Quality Assurance (QA) test engineer, performing manual, performance and automated tests, system integration, database and regression testing to ensure product quality identifying weak points and potential problems for different applications on Web, Desktop and Mobile(Android and iOS) platforms in the Health Care domain.

- Collaborating with Product Managers, QAEs, SDETs, and SDEs to understand features and technical implementation in agile methodology applying testing processes for new and existing products to meet client needs, maximizing test coverage, release velocity and production health.
- Leading and working on different projects simultaneously, with both functional and non functional testing and achieving a 100% of work delivery with full satisfaction from the client.
- Designing and implementing tests, debugging and defining corrective actions.
- Providing end-to-end solutions to software quality problems.
- Monitoring all stages of software development to identify and resolve system malfunctions to meet quality standards.
- Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Working with Azure DevOps Server(ADS), Microsoft Team Foundation Server for test management and follow up on agile processes, Jira, Confluence and Zephyr in other projects in the company.
- Work closely with developers to design test criteria and develop tests plans, test cases and scripts.
- Coordinating testing teams (nearshore and offshore).
- Identify, record, document thoroughly and track bugs also Perform thorough regression testing when bugs are resolved.
- Automation of regression and Sanity Test with Selenium Webdriver.
- Salesforce Functional Testing.
- Performance Testing with Apache JMeter for Load, Stress, Endurance and Spike validations.
- Working on the integration test between different systems and APIs using Postman and different databases, mainly with PostgreSQL.
- Building and executing tests that are run in parallel across multiple browsers and devices with help of BrowserStack application, Virtual Machines and scripts.
- Definition, creation and maintaining of test data as needed by the projects.
- Providing and conducting demos for different stakeholders in the project and for internal company business.
- Measurement and monitoring of data for testing with Google Analytics and Google Tag Manager tools.
- Accomplished the HIPAA Awareness Training for Business Associates and HIPAA Security Training with their certificates.
- Support in selection, mentoring and training of new members in the company.
- Awarded with the company top performance rating 2 consecutive years.

Account Manager/Partner and Certified Instructor
The QA Testing Channel | May 2018 - Present

Certified instructor partner of The QA Testing Channel, giving conferences and talks regarding Software Testing, Computer Science and software Engineering, Databases, among other various topics.

- Creation, design and preparation of courses, training activities and materials.
- Working as a member of the learning and development team in carrying out the assessment of training needs, also identifying/assessing training and development needs.
- Research of training activities and materials.
- Follow up on prospecting and closing sales.
- Creation of YouTube content.
- Video editing.

Test Lead – QA Analyst
Capgemini | December 2016 – May 2018

Create/Update/Execute Test Cases for the Communication sector web applications using different tools such as HP-Quality Center. Defect management, quality control and project status. Identify project staff skill/knowledge gaps for the project and implements necessary training. Management: Lead, coordinate, Offshore and Nearshore Testing teams. Ensure Traceability and Coverage Testing: Plan and conduct the analysis, inspection, design, test, and/or integration to assure the quality for large and complex projects. Proactively identify, clarify and escalate risks. Sanity test execution and Defects Identification, also working closely with automation teams.

- Analyzing business requirements.
- Creation of test cases.
- Handling project test execution.
- Defect management.
- Test reporting.
- Functional Testing.
- Attend meetings to track the status of the project.
- Handling customer escalations.
- Knowledge of software development life cycle, testing methodologies, and testing tools.

CERTIFICATIONS & COURSES.

- Harvard University CS50x - Computer Science.
- ISTQB® Certified Tester - Advanced Level, Test Manager.
- ISQI® A4Q Certified Selenium Tester Foundation.
- ISTQB® Certified Tester - Agile Tester (CTFL-AT).
- ISTQB® Certified Tester - Foundation Level.
- Software Test Manager Certification
- Automated Software Testing Certification.
- Automation with Selenium and JAVA.
- Master Certification in Software Testing Discipline.
- Apache JMeter™ Pro Certification by BlazeMeter University.
- Apache JMeter™ Intro Certification by BlazeMeter University.
- Master BlazeMeter Performance Testing Certification by BlazeMeter University.
- Software test execution certification CEPS.
- Software test design certification CDPS.
- Tester Certificate by TELMEX Technological Institute.
- Scrum Fundamentals Certification SFC.
- MTA Software Development Fundamentals.
- MTA Database Administration Fundamentals.
- Querying Data with Transact-SQL Microsoft Certification.
- Oracle Certified Associate Java SE 8 Programmer.
- Java fundamentals Certification.
- Google Analytics Individual Qualification.
- Cloud Computing Certification from Google.
- Personal productivity Certification from Google.
- HIPAA Security Training.
- HIPAA Awareness Training for Business Associates.
- Object Oriented Programming Certificate by TELMEX Technological Institute.
- Database Administrator Certificate by TELMEX Technological Institute.
- Data Analyzer Certificate by TELMEX Technological Institute.
- I Carnegie Global Completion Software Development Program certificate.
- I Carnegie Global Learning Computing and problem-solving certificate.
- ITEP (International Test of English Proficiency) certification.
- OCP Java Professional Edition 6 Programmer course.
- Automated Testing Using Selenium WebDriver Course.
- Selenium WebDriver Basics for Java Course.
- Microsoft Virtual Academy Software Testing Fundamentals.
- Test Management using HP ALM / QC (Quality Center) course.
- SQL (Database Testing) and Unix (with Shell script) for testing course.
- The Complete Oracle SQL Certification course.

BILINGUAL COMMUNICATION

- English.
- Spanish.

LET'S WORK TOGETHER!

Telephone: +521 449 113 30 18

Email: contrerasgonzalezluisfco@gmail.com

LinkedIn: www.linkedin.com/in/luis-francisco-contreras-gonzalez-45791715a

Software Engineer, QA Analyst
Softtek | August 2015 – December 2016

International support for General Electric Turbines, remotely testing software and hardware, being in constant communication with engineering teams around the world using several applications such as Cisco Jabber, Skype for business and Outlook. Monitoring tools and Oracle DBs in order to ensure 24/7 up time availability for critical software for electrical facilities and ensure security of the facilities and assets using oracle databases to extract and analyze data and network technologies for troubleshoot servers, administrating and working with tickets in Service Now tool.

- Data analysis and reporting.
- Software and hardware troubleshoot.
- Handling and working with prioritized tickets in service now tool.
- Data extraction and testing with SQL.
- Network support.
- Testing of software applications as well as hardware servers and infrastructure.
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores.
- Handling customer escalations.
- Developed an internal tool to recopilate and organize all important data of the project which improved the efficientcy of the onboarding process and also the general search of information for all team members, the tool was recogniced and awarded by the upper management.

QA Test Lead
Click Computers and Services | May 2014 - December 2016

Manual testing for Web Systems and support, performing functional, regression, exploratory and smoke testing for web and desktop systems using HP ALM as main tool. Performing testing and validation of new products, as well as new releases of existing products also giving support to several clients to keep their web pages updated and running correctly, adding and modified modules to them, also administrating the databases, Collaborating with team members, technical leads, and development teams on testing, problem solving, troubleshooting and resolution of product issues.

- Defect Identification.
- Test Design.
- Tests executions.
- Retrieve logs.
- Troubleshooting.
- Lead point of contact between automation and testing teams.
- Responsible of reviewing and grant approval of automation frameworks for regression, sanity and key business scenarios suites (Selenium with Java).
- Creation of test scenarios and test cases.
- Database validation with SQL server and Oracle SQL.

EDUCATION

Bachelor of Systems Engineering

Technological University of Aguascalientes (UTA).

Honors: Received the Top graduate Award in the UTA's Anniversary event and participated on the "Successful graduated" panel at the University.

University technician in Information and Communication Technologies for Development

Technological University of Aguascalientes (UTA).

Certificate of completion for international program

San Antonio´s Alamo Colleges.