

Luis Francisco Contreras Gonzalez

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PROFESSIONAL EXPERIENCE

IBM

Aguascalientes, Ags. Mexico

Software Test Lead - Test Developer, Data Analyst and Storage performance

January 2022 - Present

Software Test Lead on multi-functional projects within the IBM Storage Systems Development with remote teams for the Spectrum Virtualize software that runs on the SAN Volume Controller (SVC), Storwize V5000 & 7000 and Flash System 9x00 products. Responsibilities including Performance analysis, Cloud testing, Data Reduction including De-Deduplication, Compression, Caching, Copy Services including Virtualization, Flash Copy and Global Mirror technologies and Easy Tier, ensuring system performance meets market expectations, providing guidance to the team through clear job role and responsibility definition and serving as an escalation point for critical issues and managing the outsourced vendor(s) relationship from engagement, statement of work, and invoicing to testing and deliverables, Identifying gaps and opportunities to improve quality, enabling agile teams focused on clients success, solve complex problems and help to develop the business and persons.

- Providing performance modeling data to the Storage Modeler team and demonstrating performance impact of various features of the product (FlashCopy, Global mirror/Metro Mirror, DRP).
- Working with several tools such as Oracle Vdbench, Perfweb and Perfauto using data from testing, deployment and production environments to measure quality and drive actionable improvements to our products.
- Monitoring, debugging, troubleshooting and reporting regressions to development, providing guidance and reporting bugs and findings on Jira and Trello tools.
- Assisting tech sales with guidance on performance and making recommendations based on the performance requirements of the client and Level 3 support with performance issues.
- Preparation and execution of Testing Plans.
- Generating clear comparison reports for data analysis with scripting automation tools and SQL querying.
- Managing and testing of Linux storage Flash systems with IBM's Spectrum virtualize Cloud services.
- Contributing to developing the internal knowledge base.
- Achieved the maximum level on the company's training/learning system "Champion Learner - Gold" which according to real official data only 6% of all IBM alumni achieve.
- Received the Innovative Technologies-Cloud Squad Award and Recognition from IBM which was included in a section of the IBM "CTG Magazine: innovaTec".

QASource

Aguascalientes, Ags. Mexico

Sr. QA Software Test Engineer/Lead Quality Engineer

June 2018 - December 2021

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 HealthCare domain and Salesforce Functional Testing.

- 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, also reviewing 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 test plans, test cases and scripts and coordinating testing teams (nearshore and offshore).
- Identify, record, document thoroughly and track bugs also Perform thorough regression testing when bugs are resolved.
- 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
- Mobile testing building and executing tests that are run in parallel across multiple browsers and devices with help of BrowserStack application, Virtual Machines and scripts to verify the correct functionality of applications in the

mobile versions that are used with different devices and OS.

- 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.
- Support in selection, mentoring and training of new members in the company.
- Awarded with the company top performance rating 3 consecutive years.
- Accomplished the HIPAA Awareness Training for Business Associates and HIPAA Security Training with their certificates.

iSQI - International Software Quality Institute

Consultant and volunteer collaboration

Aguascalientes, Ags. Mexico
July 2020 - Present

Collaborator and consultant for the iSQI group, sharing information and knowledge regarding software testing worldwide in different formats such as articles, videos, and webinars.

- Built and developed online programming and helped with the online video presence of iSQI with more than 6000 followers.
- Writer on an article for the iSQI Magazine #9 which is viewed worldwide in digital form and distributed physically in Germany <https://www.sq-mag.com/all-issues/sq-mag-no-9/> (free, just asks for an account).
- Writer on an article for the iSQI Magazine #12 which is viewed worldwide in digital form and distributed physically in Germany <https://www.sq-mag.com/sq-mag-no-12/> (free, just asks for an account).
- Participated in the A4Q World Congress for an international audience.

The QA Testing Channel

Account Manager/Partner and certified instructor

Aguascalientes, Ags. Mexico
May 2018 - June 2021

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.
- Follow up on prospecting and closing sales.
- Creation of YouTube content, including video editing.
- Collaboration on "QAFé Talks" Podcast with Hands on QA company, series available on Spotify, YouTube, TikTok, Anchor, Breaker, Google Podcast, Overcast, Pocket Cast, Facebook and LinkedIn.

Capgemini

Quality Assurance Test Engineer

Aguascalientes, Ags. Mexico
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 implement 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, customer escalations and test reporting for Desktop, Web and Mobile Systems.
- Defect management.
- Attend meetings to track the status of the project.
- Knowledge of software development life cycle, testing methodologies, and testing tools.
- Experience with different development life-cycles including Agile methodologies.

Softtek

Software Engineer, QA data Analyst and performance

Aguascalientes, Ags. Mexico
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 uptime 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 troubleshooting servers, administrating and working with tickets in the Servicenow tool.

- Data extraction, analysis, testing and reporting with SQL.
- Testing and troubleshooting software applications as well as hardware servers and infrastructure for network support.
- Handling and working with prioritized tickets in the Servicenow tool.
- Identifying, testing, tracking and reporting KPI trends over the course of the projects
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores.
- Developed an internal tool to recollect and organize all important data of the project which improved the efficiency of the onboarding process and also the general search of information for all team members, the tool was recognized and awarded by the upper management.

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.

- Test Design, test scenarios and test cases and execution.
- Defect Identification, troubleshooting, retrieval of logs and proposed regression tests to discover reoccurrences.
- Lead point of contact between automation and testing teams.
- Database validation with SQL server and Oracle SQL.
- Validation of working software on multiple mobile devices and OS.

EDUCATION

Technological University of Aguascalientes (UTA).

Aguascalientes, Ags. Mexico

Bachelor of Systems Engineering

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

Technological University of Aguascalientes (UTA).

Aguascalientes, Ags. Mexico

University technician in Information and Communication Technologies for Development (TSU)

San Antonio's Alamo Colleges.

San Antonio, Texas. United States

Certificate of completion for international program

Tecnológico de Monterrey

Aguascalientes, Ags. Mexico

Full-Stack Coding Boot Camp

Skills, Certifications and Courses

- **Languages:** Python, Java, Javascript, SQL, Node.js
- **Technical Skills:** Selenium Web Driver, Selenium IDE, Maven, TestNG, Cucumber, Apache JMeter, BlazeMeter, Oracle Vdbench, Perf Web, Perf Auto, Thunder Client, Postman, Newman, Swagger, Google Analytics, Google Tag Manager, JSON, XML, CSS, HTML, Linux shell scripting
- **Software:** MySQL, Oracle SQL, PostgreSQL, Jenkins, Azure DevOps Server(ADS), IBM Cloud, HP ALM Quality Center, Jira, Trello, Microsoft Team Foundation Server (TFS), Git, GitHub, GitLab, BrowserStack, Microsoft Office Suite, Microsoft Project, MindView, VMware Workstation, Apple's iMovie
- **Systems:** Linux, macOS, Apple's watchOS, IOS, Android, Windows, Windows Server
- **Certifications and courses:** Google Project management Certificate, Professional Scrum Master™ certification, ISTQB® Certified Tester - Test Automation Engineering, 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, Automated Software Testing Certification, Master Certification in Software Testing Discipline, Harvard University CS50P - Programming with Python, Harvard University CS50x - Computer Science, Certificate in Project Management by GEO course with STPS validity and labor competence certificate DC-3, Mainframe Specialist - Linux Operations and Programming - Experienced credential, IBM Cloud Essentials, Microsoft Azure fundamentals az 900, 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, Microsoft MTA Software Development Fundamentals, Microsoft MTA Database Administration Fundamentals, Querying Data with Transact-SQL Microsoft Certification, Microsoft Virtual Academy Software Testing Fundamentals, 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 by TELMEX Technological Institute, Database Administrator by TELMEX Technological Institute, Data Analyzer 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), OCP Java Professional Edition 6 Programmer course, Codecademy Learn Python 3 certificate, JavaScript Algorithms and Data Structures certificate by freeCodeCamp.