

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 for the IBM Storage Systems Development, responsible for testing Spectrum Virtualize software on SAN Volume Controller (SVC), Storwize V5000 & 7000, and Flash System 9x00 products. Led remote teams in performance analysis, cloud testing, and data reduction techniques such as de-deduplication, compression, and caching. Managed copy services including virtualization, flash copy, and global mirror technologies, as well as Easy Tier, to ensure system performance met market expectations. Provided guidance to team members through clear role and responsibility definition, served as escalation point for critical issues, and managed vendor relationships from engagement to testing and deliverables. Identified opportunities to improve quality and helped develop agile teams focused on client success.

- 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 tools such as Oracle Vdbench, Perfweb and Perfauto using data from testing, deployment and production environments to measure quality and drive actionable improvements to 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

QA Test Engineer, performing manual, performance and automated tests, system integration, database and regression testing to ensure product quality. Specialized on 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 functional and non functional testing, 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, reviewing requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Working with Azure DevOps Server(ADS), Microsoft TFS for test management and follow up on agile processes, Jira, Confluence and Zephyr in other projects in the company.
- Working closely with developers to design test criteria and develop test plans, test cases and scripts.
- 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 integration tests between systems and APIs using Postman and databases, mainly with PostgreSQL.
- Verified correct functionality of mobile applications across various devices and operating systems by building and executing tests across multiple browsers and devices using BrowserStack, Virtual Machines, and scripts.
- Providing and conducting demos for different stakeholders and internal company business.
- Measurement and monitoring data for testing with Google Analytics and Google Tag Manager.

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

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

QA Test Engineer working creating, updating, and executing test cases for Communication sector web applications using tools such as HP-Quality Center. Led, coordinated, and managed offshore and nearshore testing teams and ensured traceability and coverage testing for large and complex projects. Conducted analysis, inspection, design, and integration to assure quality and proactively identified, clarified, and escalated risks. Responsible for defect management, quality control, and project status. Trained team members to address skill/knowledge gaps and worked closely with automation teams to conduct sanity testing and identify defects.

- 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, including remote testing of software and hardware and communication with engineering teams using various applications. Monitored tools and databases to ensure 24/7 uptime availability for critical software for electrical facilities and used oracle databases and network technologies to troubleshoot servers and extract and analyze data. Worked with tickets in the Servicenow tool to ensure security of facilities and assets.

- Data extraction, analysis, testing and reporting with SQL.
- Testing and troubleshooting software applications and hardware servers 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 data of the project which improved the efficiency of the onboarding process and the general search of information, it was recognized and awarded by the upper management.

Manual testing for Web Systems, performing functional, regression, exploratory and smoke testing for web and desktop systems using HP ALM. Performing testing and validation of new products, as well as new releases of existing products, giving support to several clients to keep their web pages updated and running correctly, adding and updating modules to them and administering databases, Collaborating with 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 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, Javascript, Java, SQL, Node.js
- **Technical Skills:** Selenium Web Driver and IDE, Maven, TestNG, Cucumber, Apache JMeter, BlazeMeter, Oracle Vdbench, PerfWeb, PerfAuto, 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 TFS, Git, GitHub, GitLab, BrowserStack, Microsoft Office, 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, Python Institute PCEP, 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 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, 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, ICarnegie 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 Python 3 certificate, JavaScript Algorithms and Data Structures by freeCodeCamp.