



Maxim Gagnon

Senior QA Analyst & AI Integration Specialist

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 Remote-Ready • Cost-Effective



Why Choose Max?

Proven ROI: 5+ years delivering quality results at 40-60% below North American rates • **AI-**

Native: Already leveraging LLMs and automation tools to increase productivity 10x • **Zero**

Learning Curve: Hit the ground running from day one with enterprise-level testing experience

Professional Summary

Results-driven QA Analyst with 5+ years of hands-on experience in manual and automated testing for web and mobile applications. **Early adopter of AI/LLM integration** for enhanced testing workflows and documentation. **Cost-effective remote specialist** with strong work ethic and shameless commitment to leveraging cutting-edge tools for maximum efficiency.

Professional Experience

Senior QA Analyst - Claire Automotive Support

July 2019 - Present (5+ years)



Impact Statement: Role expansion required 4-person team post-departure, with documentation and multilingual support capabilities remaining unfilled

- **Manual & API Testing:** Execute comprehensive testing strategies for web applications and Android mobile apps using Insomnia REST Client for endpoint validation, ensuring 99.5% uptime and user satisfaction
- **Bug Lifecycle Management:** Investigate, document, and report critical issues using structured methodologies, reducing resolution time by 40% through detailed reproduction steps and impact analysis
- **Release Management:** Create and publish detailed release notes coordinating with Product Owners to ensure seamless deployments and stakeholder communication
- **Documentation & Knowledge Management:** Maintain and update comprehensive knowledge base using Zoho Desk, including multilingual content creation in English and French
- **Cross-functional Collaboration:** Serve as primary technical liaison between Development, Product, and Customer Success teams, bridging communication gaps
- **Multilingual Customer Support:** Provide tier-2 technical support and training to end users in English and French, resolving complex issues and maintaining customer satisfaction
- **AI Integration Pioneer:** Early adopter leveraging LLMs (ChatGPT, Claude) and Hugging Face ecosystem for test case generation, documentation improvement, and workflow optimization, increasing productivity by 200%. Completed Hugging Face AI Agents course to enhance ML workflow understanding.
- **Current Side Project:** Developing context engineering application using Python and Git version control via Windsurf IDE, applying practical AI agent development skills to real-world problems
- **API Testing & Validation:** Performed comprehensive REST API testing using Insomnia, validating HTTP status codes, JSON payloads, and endpoint functionality across web services

Financial Systems Analyst - Exova (Element Materials Technology)

May 2012 - July 2017