Maxim Gagnon

Senior QA Analyst & AI Integration Specialist

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💼 Remote-Ready • Cost-Effective

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

- **ERP Management:** Managed fixed asset modules in Microsoft Navision, processing full-cycle accounting operations with 100% accuracy

- **Data Analysis & Reconciliation:** Performed complex GL reconciliations and variance analysis for multiple account categories

variance analysis for multiple account categories

- **Financial Reporting:** Prepared monthly closing schedules and supported Group Cognos reporting initiatives
- **Budget & Forecasting:** Collaborated with senior management on strategic financial planning and variance analysis
- **Process Optimization:** Streamlined month-end closing procedures, reducing processing time by 25%

Bilingual Credit & Collection Analyst - Konica Minolta Business Solutions

May 2006 - September 2011

- **Risk Assessment:** Analyzed customer profiles and business histories to evaluate creditworthiness
- **Credit Processing:** Evaluated and approved credit applications up to $50K, maintaining 2% default rate
- **Collections Management:** Executed collection strategies for overdue accounts, recovering 85% of outstanding balances
- **Relationship Management:** Maintained strong client relationships while enforcing company policies
- **Cross-department Collaboration:** Worked closely with sales teams to facilitate smooth business operations