



IGNACIO ELEAZAR MARCECA

*With a solid foundation in Systems and Network Administration, I bring years of experience in technical support for ISPs and tech companies. Recently, I achieved **ISTQB CTFL** certification and completed a **dual bootcamp in Manual QA and QA Automation**. Eager to transition into the world of quality assurance, I am actively seeking my first **Junior QA** role. I thrive on learning new concepts and challenges, and am highly motivated to grow and contribute to a dynamic QA team.*

Education

Field of study

CTFL (Certified Tester Foundation Level)

- Software Testing Fundamentals
- Testing Lifecycle and Process
- Test Design Techniques
- Test Management
- Defect Lifecycle and Reporting
- Tools Support for Testing

I speak **Spanish** - native
English - fluent
Catalan - basic

In 2019, I completed the first year of the Multi-Platform App Development program, with a focus on Java and Object-Oriented Programming (OOP).

Bootcamp QA Automation

- Cypress & Cucumber Project
- Python & Playwright Project

Bootcamp Manual QA

- Agile methodologies
- Test Design & Management
- Version Control & Web Dev Basics
- Test Execution & Error Reporting
- API Testing
- SQL

CFGS Network Computer Systems Administration

- OS Administration
- Network and Internet services
- Security and high availability
- DB administration
- Web applications

Institutions & Technologies

International Software Qualification Board - 2024

- Understanding the importance, principles, and types of software testing.
- Knowledge of test levels, phases, and activities in the development lifecycle.
- Applying black-box, white-box, and experience-based test design techniques.
- Planning, estimating, and monitoring test progress based on risks.
- Identifying, classifying, and reporting defects, including root cause analysis.
- Familiarity with test management, automation, and performance testing tools.

BootcampQA by Reyes Cuesta - 2025

- Test Automation Strategy
- CI with Github Actions
- Agile projects using Kanban/ SCRUM with JIRA
- Documented projects with test plans, test results, logs, etc
- Test Management with JIRA - AssertThat (Gherkin, Cucumber)
- Basics to Advanced Cypress (Javascript)
- Basics to Advanced Playwright (Python)
- Web & Mobile Testing

BootcampQA by Reyes Cuesta - 2024

- BDD, Writing Test cases
- Black Box Testing
- Version control with Github
- Error reporting
- Regression testing
- API Testing with Postman

I am originally from San Luis Argentina, 1987. Resident of Barcelona since 2002

IES Tetuán - Madrid 2015

- GNU/Linux & Windows Server Admin
- Network planning and administration (CCNA)
- Network security & operating systems
- MySQL, database planning and management
- HTML5, JS & Typescript, PHP, JQuery, MEAN Stack

Contact

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Projects

https://github.com/NachoMarcecaQA
nachomarceca.com

Professional experience

Convatec (DXC Technology) - On-site IT Support Technician (2022-)

Provided technical support to office employees and field staff in Spain and Portugal.

- Installed and maintained Windows-based computers, Android mobile devices, and iPads.
- Managed and implemented changes in the local network, including server room upkeep.
- Handled inventory management for IT and telephony equipment (Android, iOS).
- Resolved incidents related to Microsoft Office, Exchange, Power BI, VPNs (Zscaler, Cisco).
- Performed Active Directory management and other administrative IT tasks.

NTT Nippon Telegraph & Telephone – Service Desk Analyst (2020 – 2022)

Service Desk Analyst for multiple international clients in an English-speaking environment.

- Managed incidents using the ServiceNOW ticketing tool.
- Performed changes on load balancers, switches, and firewalls.
- Handled critical infrastructure related to circuits and data processing centers.
- Managed backups and cloud services within Microsoft Azure.

Grupo SPEC S.A. – B2B Support (2016-2019)

- Resolved technical incidents related to software and hardware for access control and time-tracking systems.
- Provided support for applications and hardware at one of the leading time control companies based in Barcelona.

Ibermática – Support Center (2016)

Provided technical support for proprietary applications and server availability monitoring, including security alerts.

- Delivered remote assistance and resolved critical technical incidents for multiple clients.
- Supported clients using Ibermática's proprietary applications and performed server-side assistance.

British Telecom – IT Support Lead (2015)

Led the IT and user support department at British Telecom offices in Madrid (Las Tablas and El Carmen), overseeing a team of three.

- Provided on-site and remote support for over 5,000 employees.
- Created technical documentation for IT department procedures.
- Worked with tools including ITSM, Portnox, ToadSQL, Clarify, Jira, SAP, HPSM.
- Provided VIP support and managed systems based on Linux and Windows Server 2012.

Hermès Ibérica – IT Department (Internship) (2015)

Collaborated in the administration of corporate networks and systems as part of an internship at Hermès Ibérica.

- Assisted in the resolution of technical incidents and day-to-day IT operations.
- Worked with networking, switching, and network maintenance tasks.
- Gained hands-on experience with Active Directory, Windows Server, Bash scripting, and VMWare vSphere.
- Maintained security tools such as Trend Micro WFBS and Lotus Notes Domino.
- Implemented automated backup systems as part of infrastructure improvements:
Configured a NAS for the server and implemented Symantec Backup Exec for scheduled backups.

