**Raul Alberto Carrillo Jimenez**

**SUMMARY**

* **8+ years of Quality Assurance and Software Testing experience involving complex client/server and web-based applications.**
* Proven ability to analyze problems, root causes, and develop innovative solutions to business challenges and streamlining operations.
* Strong **Business** expertisein **Requirements Analysis** utilizing Automated tools to import and document specifications.
* Good experience in **Software Application Development Projects** that follow the **Software Development Lifecycle** (SDLC) methodologies and best practices.
* Good expertise in the **review** **and documentation of system test plans**; **Creating and executing test scripts, test cases and data sets** based on product release **features, client requirements, technical documents**.
* Hands on experience in various **SDLC** methodologies like **Agile and Waterfall model**.
* Experienced in different type of testing such as **Smoke**, **Black box**, **GUI**, **Functional, Integration, Ad-hoc, System, Front-end, UAT, Regression, Web service** and **Security**.
* Ability to use **JIRA** for **Defect Tracking and Test Plan documentation**.
* Experienced in using **HP defect-reporting tools** such as **ALM/Quality Center**.
* Expertise in the **preparation of Test Data**, preparation and execution of **Regression Test Scripts** using **HP Quality Center/ALM**.
* Extensively experienced in managing defect life cycle using **HP ALM/Quality Center**.
* Experienced in preparing of **weekly status reports** using **HP Quality Center/ALM**.
* Solid **SQL skills**, able to write simple **SQL Queries for Back-end Testing.**
* Experienced in performing complex **Integration and Regression Tests** on multiple software applications using **HP QTP/UFT**.
* Proficient in developing **HP QTP/UFT Test Scripts to support Regression Testing**.
* Experienced in developing **Automation Frameworks** to perform **Functionality and GUI Testing** using **HP QTP/UFT.**
* Tracked, maintained, and analyzed current information on business productivity.
* Strong exposure to defect management and coordinating with Dev. and BA team for QA Issue Resolutions.
* Experienced in preparing case design, progress Report, Execution Report and Postproduction Report.
* Self-motivated and ability to master new technologies.

**TECHNICAL SKILLS**

**Defect Tracking:** AccuRev, ClearQuest and MKS Integrity.

**Stories/Tasks Management/TC Management**: V1One(very similar as Jira) and Quality Center.

**Automation Tools:** Selenium Web Driver, Cucumber and Maven.

**Programming Language:** Java

**CI/CD:** Jenkins

**Version Control:** GIT

**Virtualization Environment:** Virtual Box &Docker

**Operation Systems:** Windows and Linux

**API REST tool:** SOAP UI and Postman

**Databases:** DB2, PostgreSQL, Oracle 11g

**Web Server Application Manager:** TomEE and WebSphere

**Other Test Tools:** SMS Tool Kit, POS Bridge, Card Admin & Grinder.

**CERTIFICATIONS:**

* Certified Tester – Foundation Level
* Beginners Guide to Agile in Jira badge
* Jira Fundamentals Badge
* Scrum Master Foundations
* Certified DevOps Engineer Foundation

**PROFESSIONAL EXPERIENCE:**

**Deloitte July 2022 – till date**

**Software Tester**

**Responsibilities**

* Worked closely with the **Quality Manager in planning, coordinating, and implementing the testing methodology**.
* Developed and executed **regression** **test suites** using **HP** **ALM** for UIQ application.
* **Analyzing Data, addressing issues** in coordination with team members.
* **Creating process flows for integration testing with upstream and downstream applications.**
* Proven ability to analyze problems, root causes, and develop innovative solutions to business challenges and
* streamlining operations.
* Conducted Status review and prepared status compilation reports to achieve milestones and deadlines for various teams including management group on weekly basis.
* Provided analytical and **operational support** to the **business.**
* **Developed, organized, and presented** weekly detailed performance reports for leadership.
* Made operational recommendations to management and the development team.
* Prepared Test deliverables including test results and defect status reports.
* Coordinated with the middleware integration teams to verify transactions from upstream applications and downstream applications respectively sent to downstream applications.
* Coordinated in **UAT testing** along with the I.t testers.
* Actively involved in meetings to investigate software bugs and interact with team members to resolve technical issues.
* Wrote **test cases for** **functionality, system and integration testing** and **tested the application manually** and using **HP ALM**.
* Made enhancements on updated and creating testcases to fulfill testing requirements
* Using SQL for validation for testing data
* Involved in preparing **Test Plan as per Business Specifications**.
* Worked with **development, users, and support groups** to understand the **application architecture, usage, and content**.
* Updating Documentation and creating Job-Aids for **business** use.
* Developed, organized, and presented weekly detailed performance reports for leadership.
* Tracked, maintained, and analyzed current information on business productivity.
* Ran daily SQL queries to identify Meters for Radio frequency issues and created field activity tickets for technicians to address.
* Participated in project management trainings.
* Analyzed organizational data and problems, interpreted, and recommended alternative courses of action, and implemented intervention strategies to attain performance targets.
* Well-versed in process definition, workflow design, procedures, and process mapping

**Toshiba Global Commerce Solutions May 2018 – June 2022**

**Position: Software Test Engineer II**

**Area: Research & Development**

**Business Field: Retail Marketing (Self-Checkouts)**

**Clients: Walmart, Target, Liverpool, Kroger, and CVS Pharmacy.**

**Responsibilities:**

* Designing, implementing, and executing Manual test cases for Web and Desktop application (functional & non-functional and related to changes).
* Designing, implementing, and executing Automation test scripts (Regression test suite) based on Web applications.
* Designing and implementation of BDD for Automation Scripts.
* Experience on E2E tests (Integration testing, System testing and Acceptance testing).
* Analysis of requirements and user stories.
* Experience with Scrum ceremonies meetings (Daily, Grooming and Retrospective meetings).
* Peer and Technical Review with the Development team to analyze the code before its implementation.
* Apply the Quality Assurance process through the SDLC.
* Defect management.
* Mentoring to the new members and other Team areas about the project/product functionality for future implementations.
* Bringing Support to the CHEC Customers on PROD issues.
* Production Logs analysis with the objective to identify the possible root cause of the problem and provide the best resolution option without affect the integrity of the customer environment.
* Installation and Configuration of test environment similar as production for Issue replication to a better understanding of the problem, and with this provide feedback to the developers.

**Dextra Technologies January 2017 – Abril 2018**

**Position: Software Test Engineer**

**Area: Development**

**Business Field: Transportation (GPS tracking and time management) & Payments (terminal device).**

**Clients: JJ Keller Inc. (Transportation solution) and Square Inc. (Payment solutions and devices).**

**Responsibilities:**

* Manual Testing on Android applications and embedded systems (Functional test).
* Creation & Execution of Test Cases.
* Black Box Testing on Android applications.
* Validation process using SCRUM methodology.
* Defect Tracking using TFS 2015.
* Peer and Technical Review with the Development team to analyze the code before its implementation.
* Experience with Scrum ceremonies meetings (Daily, Grooming and Retrospective meetings).
* Involved in Data analysis and prepared required test data for validation of test cases.
* Working with Business Analysts and responsible for driving issue-log meetings on regular basis.
* Extensively involved in Business Analysis and requirements gathering.
* Involved in Studying functional requirement specifications, technical design documents and related artifacts.
* Participated in BRD walkthroughs and analyzed business requirements, design document and prepared requirement review report.
* Involved in entire Software Development Life Cycle (SDLC).
* Followed agile methodology.
* Performed Sanity testing, Integration testing, Regression testing, GUI, User acceptance testing (UAT) and System Testing.
* Reviewed, ran all test cases, and tracked defects in JIRA.
* Used HP ALM for Test Management and Maintained the Test Cases and Test Scripts.
* Reported bugs to the corporate bug tracking system HP ALM and verified known bugs against new builds.
* Used HP ALM for requirement management, planning, and Test execution and reporting.
* Performed data validation of the data flow from the front-end to the back end using SQL.
* Worked with VB scripts to enhance the scripts using UFT.
* Performed regression testing for modifications in the application and new builds using UFT
* Used UFT to generate automated test scripts for functionality and Data Driven testing; also enhanced script.
* Developed Test Suite, Test Cases, executed Test Cases and generated report in soap UI.
* Installed, configured SOAP UI to test web services.
* Communicated with Development Team to resolve and retest defects.
* Involved in Tracking the defects and Sending Status reports.
* Involved in Preparing the Traceability Matrix between Requirements & Test cases.
* Attended review meetings and walkthroughs to discuss the status of the project.
* Verified and updated new and existed User Manuals.

**Gemalto Mexico Inc. (Thales) January 2014 – January 2017**

**Position: Software Validation Engineer I**

**Area: GGS**

**Business Field: OTA/AOTA & SIM Data Security**

**Responsibilities:**

* Provided **technical guidance**, when needed to other members of **Quality Assurance**, **Software Engineering**.
* **Analyzed requirements provide testing scope** and proposed the testing methodologies.
* **Developed test plan, wrote test cases, and executed test cases** from stories for the application under test.
* **Designed and executed functional testing** **on Gannett client facing application**.
* Worked on **Agile** **software development** environment were performed testing in each sprint.
* Performed **System, Integration and Regression Testing**.
* Used **Quality Center/ALM** to store and maintain the **Test Repository and Document Generation**.
* Performed **Manual Testing** by executing **Test Cases** within **Quality Center/ALM**.
* Used **Quality Center/ALM** for **defect tracking and reporting**.
* Performed **Backend Testing** by running **SQL Queries**.
* Used **SQL**for **Database testing and management reporting**.
* Prepared **Automation Frameworks** using **QTP/UFT** for future releases.
* **Created Test Cases and automated them** for the purpose of **Regression Testing and Functional** **Testing** with **Check Points** using **QTP/UFT**.
* Implemented **parameterization** for using various data to test the application using **QTP/UFT**.
* Involved in **UAT testing** along with the business testers.
* Actively involved in enhancement meetings to investigate software bugs and interact with developers to resolve technical issues.
* Attended weekly status meeting and provided detailed status report

**4th Source – Merida, Yucatan February 2012 to December 2013**

**Position: QA Tester Jr.**

**Area: Development**

**Business Field: Health Care**

**Responsibilities:**

* Manual Test execution (Functional test -> Black Box techniques).
* Designing and Implementation of Test Cases on Quality Center.
* Regression test execution.
* Creation & execution of SQL scripts.
* Requirements Traceability on Quality Center.
* Defect management using “Quality Center” and “ClearQuest”.

**EDUCATION**