SERGIO M ALBALLAY

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PROFESSIONAL SUMMARY

Software Quality and Security-focused Engineer with 8+ years of experience leading automation and QA initiatives. Skilled in risk-based, early testing strategies that enhance reliability, security, and performance across platforms. Adept at aligning technical and business goals to maximize ROI, minimize defects and costs, and deliver software that meets business needs, exceeds customer expectations, and operates securely and efficiently at scale.

CORE SKILLS & EXPERTISE

- Test Automation: Python, Postman, Newman, Selenium, Cypress; framework design and maintenance for API, UI, and UAT testing.
- Test Management: Jira, X-Ray, qTest, ServiceNow; test case management, traceability, and reporting.
- CI/CD & DevOps: Jenkins, GitHub Actions, Docker, Kubernetes; automated workflows and source control migrations.
- Performance Testing: JMeter for REST APIs and databases; scalable load and stress testing.
- Quality Leadership: Led enterprise-wide QA initiatives, standardised best practices, mentored teams, and established quality KPIs.
- Cloud & Security: AWS Certified Developer/Cloud Practitioner; integrated security best practices, CompTIA Security+.
- Observability & SRE: Dynatrace, New Relic, OpsGenie; monitoring, alerting, and incident response.

PROFESSIONAL EXPERIENCE

Smart Factory Technician
Mars Petcare - Bathurst, NSW
03/2024 - Present (Contract)

As a Smart Factory Technician, I drove digital transformation initiatives to modernise operational workflows, improve data visibility, and bridge the gap between factory operations and leadership. As a strategic liaison across teams, I combined technical expertise, change management leadership, and frontline engagement to successfully deliver cross-functional digitalisation projects within Mars Petcare's manufacturing environment.

- Lead digital transformation initiatives using Weever Forms & Process to digitise quality checks, automate workflows, and enable real-time operational visibility.,
- Collaborate with operators, QA/Food Safety, and focused improvement teams to design forms and dashboards that drive compliance and performance insights.,
- Integrate process data into Power BI to track missed checks, action items, and trends, supporting data-informed decisions.,
- Oversee capital funding requests, budget tracking, and project rollout planning for factory digitisation efforts.,
- Apply ADKAR-based change management strategies to ensure smooth adoption and ongoing support.,
- Coordinate cross-functional communications to support project awareness, user engagement, and continuous improvement.,
- Act as a liaison between factory operators, management, and leadership, gathering frontline feedback, communicating operational needs, and ensuring user-centric improvements are integrated into digital initiatives.,
- Lead Changeover Optimiser project to reduce product-switch time, minimising waste and downtime.,
- Drive Giveaway Control initiative to reduce packaging overfill by implementing e-weight systems and feedback loops.

Senior Software Quality Engineer
Western Governors University – Salt Lake City, UT, USA
Jul 2018 – Dec 2023

As a Senior Software Engineer within the Quality Engineering team, I drove enterprise-wide modernization initiatives focused on automation, secure software development, incident response support, and infrastructure transformation. Serving as a technical leader and security advocate, I bridged quality engineering, cybersecurity, and DevOps practices to optimize system resilience, streamline operations, and promote a security-first culture across development teams.

- Led enterprise-wide QA modernization, developing and maintaining automation frameworks for UAT/API using Python, Postman, Newman, Selenium, Cypress, enhancing test coverage and reducing manual effort.
- Drove migration and standardization of 5,000+ test cases into Jira Xray, fostering comprehensive reporting, traceability, and analytics across multiple test management platforms (qTest, ServiceNow).,
- Automated test reporting, integrated with CI/CD (GitHub Actions, Docker, Kubernetes, AWS EC2), and streamlined defect tracking.,
- Standardized and championed load and performance testing for APIs and databases using JMeter/k6, diagnosing and resolving core system bottlenecks.,
- Modernized source control and automation through Bitbucket-GitHub migration, IAM workflow automation, and AWS S3 backups.,
- Integrated and educated teams on implementing security best practices (SAST, DAST, OWASP, MITRE), governance, and AI/data privacy awareness.,
- Provided technical leadership during the transition of observability platforms (New Relic to Dynatrace), developed incident alert profiles, and participated in 24/7 on-call rotations.

Software Quality Assurance Engineer

Jun 2017 – Jul 2018

Western Governors University – Salt Lake City, UT, USA

Conducted manual and automated testing for web applications, ensuring high quality and performance standards,
- Orchestrated end-to-end SIT, UAT, and regression testing, covering mobile (iOS/Android), web, and backend layers.
- Authored and executed rigorous test plans, managed data integrity via SQL validation, and programmatically migrated test assets between management platforms.
- Led adoption of performance and load testing methodologies for REST APIs and database integrations.

Client Relationship Manager

Aug 2015 – Jun 2016

SPS Servicing – Salt Lake City, UT, USA

Empowered homeowners through personalized mortgage retention strategies, driving financial recovery outcomes and customer success.
- Managed bilingual communications with distressed borrowers, closing $500K+/month in loss mitigation outcomes.
- Built strong relationships with clients by negotiating terms aligned to regulatory requirements and personal financial goals.
- Maintained meticulous case documentation to ensure legal compliance and operational transparency.

Support Engineer

May 2015 – August 2015

CSS Corporation – Salt Lake City, UT, USA

Specialized in active directory management, and provided remote assistance for virus and malware removal from company devices
- Provided bilingual Tier 1 technical support to global customers, assisting with installations, virus remediation, and system configuration.
- Resolved AD and SSO password reset issues.
- Full system maintenance, including windows/mac/linux reinstallations, software updates, virus removal, and hardware troubleshooting.

Problem Resolution Specialist

ARUP Laboratories – Salt Lake City, UT, USA

May 2007 – February 2015

Specialized in Genetics, accepted and ensured specimen integrity for karyotyping
- Coordinated international and non-client genetic test requests, generating $30K+/month.
- Maintained documentation in MasterControl and acted as weekend department lead.
- Resolved sample submission issues for genetic testing by coordinating with physicians, medical directors, genetic counsellors and labs.

COMMUNITY INVOLVEMENT

Information Technology Educator and Mentor

Championed Tech Education and Mentorship for Local Communities
- Founded a bilingual mentorship program to empower individuals from diverse backgrounds to pursue careers in technology, providing access to industry resources, career guidance, and higher education pathways.
- Developed and delivered extensive bilingual curricula covering cybersecurity, software engineering, machine learning, business operations, and project management, inspiring self-directed lifelong learning.
- Provided personalized tutoring to dozens of learners, fostering technical competencies, career navigation skills, and a passion for continuous growth within the tech industry.

EDUCATION

Western Governors University

Bachelor of Science, Information Technology
Major - Software Development

Western Governors University

Master of Business Administration - IT Management

CERTIFICATIONS

- CompTIA Security+
- CompTIA Project +
- ITIL Foundations IT Service Management – Aexios
- AWS Certified Developer – Associate
- AWS Certified Cloud Practitioner
- CIW Advanced HTML5 and CSS3 Specialist
- CIW Site Development Associate
- CIW User Interface Designer
- The Iron Yard Front End Engineering Certification
- CompTIA A+