

ILVERZON ZARATE | QA Engineer
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PROFESSIONAL SUMMARY

Quality Assurance professional with 10+ years bridging technical testing and user experience design. Specialized in identifying critical issues where technical execution meets user flow, catching bugs others miss because I understand both code and UX. Proven experience delivering comprehensive testing strategies for complex digital products across fintech, e-commerce, and media platforms.

PROFESSIONAL EXPERIENCE

Senior QA Analyst | Hugué, Bogotá

January 2020 – Present

Led end-to-end testing strategies for enterprise clients across web and mobile platforms, coordinating distributed teams across multiple time zones. Designed comprehensive test frameworks spanning unit, integration, functional, system, load, and usability testing. Established QA process implementation during early project phases, improving bug detection in pre-production stages. Defined risk mitigation strategies and maintained project schedules across multiple major releases. Mentored junior QA engineers on automation best practices and quality standards.

Senior QC Analyst | Globant, Buenos Aires

February 2018 – January 2020

Managed quality control for multiple concurrent projects serving Fortune 500 clients including financial services and e-commerce platforms. Implemented automated testing frameworks using Cypress, significantly reducing regression testing time per sprint. Coordinated integration between development, product, and QA teams ensuring seamless deployment cycles. Established quality metrics and dashboards improving visibility into release readiness.

QA Analyst | Globant, Bogotá

April 2015 – January 2018

Executed comprehensive test cases for responsive web applications across multiple browser and device combinations. Specialized in front-end and back-end quality control, identifying critical defects in pre-production. Collaborated with product teams to define testing strategies and acceptance criteria for major feature releases. Managed automated test suites using Selenium and functional test case tools.

Senior Technical QA Analyst | VMLY&R, Bogotá

March 2012 – April 2015

Evaluated high-risk application areas for digital campaigns and marketing platforms, prioritizing testing efforts under tight deadlines. Maintained communication between technical teams and non-technical stakeholders, translating complex technical issues into actionable insights. Validated software releases for major brand campaigns. Established baseline QA processes for agency's digital projects.

TECHNICAL SKILLS

Test Automation & Tools:

Cypress, Selenium, Backstop, Postman, API testing tools

Methodologies & Frameworks:

Agile/Scrum, Manual and automated testing, Risk-based testing, Exploratory testing, WCAG accessibility standards

Platforms & Technologies:

REST/GraphQL API testing, CI/CD integration, Atlassian Suite (Jira, Confluence), Git version control, Google Analytics

Testing Expertise:

Functional, regression, integration, performance, load, usability, accessibility, responsive design, cross-browser/cross-device compatibility

EDUCATION

Master's Program | Currently enrolled

Barcelona, Spain – 2024-Present

Bachelor's Degree in Design

Universidad de Palermo, Buenos Aires – 2019

Technology Degree in Information Systems Analysis and Development

SENA (National Learning Service) | Bogotá, Colombia – 2011

Additional Credentials:

- Diploma in Audiovisual Production and Management | Universidad de Palermo, Buenos Aires – 2019
 - Corporación Universitaria Minuto de Dios | Bogotá, Colombia – 2016
 - Technology Degree in Graphic Communication | Corporación Universitaria Minuto de Dios – 2015
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CERTIFICATIONS

- ISTQB® Certified Tester Foundation Level (CTFL)
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LANGUAGES

- **Spanish:** Native
- **English:** C2 Proficient