

# Miguel Acosta-Quinones

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## Summary

Engineering leader with a deep foundation in Quality Engineering, automation architecture, and full-stack development. I specialize in building testing platforms, stabilizing complex systems, and creating the engineering processes that help QA and Development operate as one team. My approach blends technical execution with strategic leadership—mentoring engineers, optimizing workflows, and delivering solutions that reduce risk, improve velocity, and drive measurable impact.

## Core Strengths

- **Engineering Leadership & Collaboration** — Clear direction, high standards, and a holistic, systems-level approach to problem-solving—focusing on end-to-end solutions that reduce rework, accelerate decision-making, and solve the real problem rather than treating symptoms.
- **Test Automation** — UI/Mobile (Playwright, Cypress, Selenium, WebdriverIO), API (custom frameworks), and performance (JMeter, Artillery).
- **Software Engineering** — I consider myself programming language agnostic but have extensive experience on backend (C#, Python) and frontend (React, Angular) with systems-level understanding.
- **DevOps & Infrastructure** — Azure, AWS, Docker/Kubernetes, and IaC (Bicep, Terraform)
- **Scalable Problem Solving** — Stabilizing high-risk areas, building test solutions that run as code gates.
- **AI Integration & Enablement** — Deep practical knowledge of LLM development and deployment, including Retrieval-Augmented Generation (RAG), vectorization strategies, embedding pipelines, and grounding models with domain-specific data. Experienced in applying these techniques to build AI-driven systems that enhance QA, DevOps automation, and engineering decision-making.

## Experience

### Hitachi Solutions America, LTD

Lead Software Engineer in Test — Jul 2022 – Present

- Shifted testing strategy from UI-heavy automation to API-focused coverage, reducing maintenance effort by 60%+ and aligning work with core business flows.
- Implemented CI/CD standards adopted across teams, plus custom workflows such as syncing automated tests to DevOps work items—allowing known failures to be cleanly linked to active issues so pipelines only failed for legitimate regressions.
- Built sandbox-style validation for the most complex area of the platform, driving a 90% reduction in production defects.
- Lead with clarity, accountability, and action—raising expectations while empowering engineers, and partnering with leadership to improve the entire organization.
- Drove AI adoption across the organization—leading education efforts, running org-wide enablement campaigns, and directly securing leadership approval and funding for an AI-driven DevOps SaaS. Currently serving as product owner overseeing development of a platform that vectorizes client data to automatically generate test cases.

## SBSNext

Founder & Consultant (Part-Time / Advisory) — Dec 2021 – Present

- Provide targeted consulting focused on stabilizing systems, accelerating delivery, and strengthening engineering practices.
- Provide leadership and execution across testing, automation, DevOps, and development—often owning entire system areas to deliver stability end-to-end.
- Fix automation programs for companies struggling with unreliable pipelines, offering rapid turnarounds and long-term strategies.
- Architect custom automation frameworks (UI, API, performance) tailored to each client's ecosystem.
- Step in as a full-stack or DevOps engineer when needed, resolving blockers in K8s, Docker, and application codebases to keep teams unblocked and productive.

### *Client: NBA*

- Supported the NBA's transition of mobile and web streaming apps from contractor-built to in-house ownership.
- Built the core automation and CI/CD foundation across iOS, Android, and Web in under 5 months.

### *Client: Medical Mutual of Ohio*

- Implemented Kubernetes and DevOps improvements across their internal systems.
- Introduced Cypress as their first reliable UI automation solution capable of running without backend dependencies and used as a PR validation gate.
- Accelerated delivery speed and strengthened developer workflows by providing reliable automation and streamlined infrastructure.

## Hitachi Solutions America, LTD

Senior Software Engineer in Test — Jul 2020 – Nov 2021

- Built a reusable, multi-project automation framework, shipped as a NuGet package and consumed by 10+ internal teams and external customers.
- Established QA processes including coding standards, PR policies, and CI integration.

## PEF Services LLC

Software QA Analyst — Dec 2018 – Jun 2020

- Built early automation foundations for the team, including an NUnit framework for API/database testing and a distributed JMeter setup for performance analysis.
- Designed Docker Swarm + Jenkins pipelines to automate testing workflows and supported the QA team as the primary technical resource.

## Aflutter

Software QA Engineer (Intern) — Mar 2018 – Nov 2018

## Education

William Paterson University, Wayne, NJ

Bachelor's in Computer Science