

# ERICK RODRÍGUEZ BÁRCENA



SOFTWARE DEVELOPER | QA ANALYST

55 40 77 90 49 | [erickbarcena00@gmail.com](mailto:erickbarcena00@gmail.com) | Portfolio | [linkedin.com/erickbarcena7](https://linkedin.com/erickbarcena7) | México, Querétaro

## PROFESSIONAL SUMMARY

Mechatronic Engineer with 6+ years of experience delivering high technical engineering solutions, by contributing across 10+ impactful software projects for multiple international clients. With 4+ years of expertise in full-stack development and 2+ years of experience as a QA Analyst, leading quality assurance procedures. Experienced building high quality software, managing cross functional teams and collaborating with stakeholders and IT colleagues to achieve business objectives.

## WORK EXPERIENCE

**Pega Consultant / QA Analyst** | Rules Cube

Feb 2021 – Aug 2024

Certified System Architect with experience in building, implementing, and quality-assuring Pega applications across multiple industries, including banking, supply chain, and insurance. Adept at building Pega applications, leading QA teams, creating and executing test plans, and leveraging Pega's data modeling and decisioning capabilities to drive business outcomes.

- Delivered 5 high-impact projects as a Pega Consultant, using Pega's Center-out business architecture to produce value-driven solutions, that drove client success and led to significant project renewals and revenue growth.
- Led cross-functional teams of Pega consultants and QA testers, implementing end-to-end testing strategies to manage the execution of multiple sets of test cases, significantly reducing defect rates and ensuring high quality deliverables.
- Developed a large-scale Pega-based application for a leading supply chain client, capable of handling over 1,000 case requests daily, significantly optimizing business operational efficiency and case resolution management.
- Migrated critical data from client source systems to Pega data models, ensuring data integrity and reliability, resulting in smooth post-implementation performance with no data-related issues and successful operational stability.
- Ensured quality on distinct products for a multinational insurance company, effectively implementing Scrum methodology and DevOps practices to successfully maintain product reliability and enhance client satisfaction.
- Applied design thinking as a Business Analyst, by participating in project planning and resource/scope definitions.
- Designed testing plans, coordinated testing activities and executed a wide range of tests, including integration, functional, unit, acceptance, and regression testing across development, staging and production environments.
- Earned certifications as Pega System Architect, Business Architect, and ISTQB Tester, demonstrating a commitment to professional growth and technical excellence while applying these skills to drive impactful results in complex projects.
- Technical Skills: JavaScript, SQL, Pega, Java (OOP), RESTful API Integrations, DevOps (CI/CD), Scrum, Quality Assurance.

**Frontend Developer** | Global Human Capital

July 2020 – Jan 2021

Development of the frontend releases for a large-scale suite of applications, successfully delivering over 20 responsive landing pages, translating high-fidelity designs into responsive, pixel-perfect interfaces, fetching and rendering dynamic data for real-time content updates, and ensuring compatibility across multiple devices and screen sizes.

- Developed a key layer of the suite's frontend codebase, producing dynamic, responsive landing pages that fulfilled business requirements and directly impacted customer acquisition and product revenue success.
- Rendered dynamic content using JSP to fetch API-driven data and JavaScript to add animations and interactions.
- Optimized code performance by implementing optimization techniques such as code splitting, lazy loading, reusable and scalable web components, proper code structuring and asset compression, enhancing page efficiency.
- Proactively addressed frontend defects, leading to a substantial decrease in user interface ticket volume.
- Significantly contributed to the development of the suite's frontend releases, ensuring seamless integration with PHP-Laravel server-side components, and optimizing data processing by collaborating with backend developers and DBA's.
- Implemented Apache web server configurations for efficient application deployment and environment management.
- Improved team efficiency by creating technical documentation and streamlined workflows, improving knowledge transfer time, code standards, incident handling, client-server component integrations and asset management.
- Participated in regular code reviews and performance assessments, while following Kanban methodology for task management, GitHub for version control and CI/CD pipelines for automated builds, deployments and testing.
- Technical Skills: JavaScript, GIT, JSP, RESTful API integrations, Webpack, CSS, Netbeans IDE, DevOps (CI/CD), Figma.

- Developed and maintained a banking web application for a large-scale financial institution, building dynamic and responsive user interfaces as well as reusable web components using JavaScript, TypeScript and React.
- Diagnosed and resolved complex server-side defects including email delivery failures, data processing errors, logic inconsistencies and system edge cases employing C# while implementing error handling with JavaScript.
- Executed optimized queries in SQL Server for efficient data retrieval, continuous monitoring, and application debugging, improving application reliability, operational performance and minimizing data inconsistencies.
- Utilized Microsoft SharePoint, leveraging internal farms for efficient data management integrated with Azure high-performance computing resources to handle demanding workloads, improving overall system scalability.
- Deployed and managed virtual machines (VMs) using virtualization platforms such as Hyper-V and VirtualBox ensuring stable and secure environments for development and staging, while leveraging GitHub for version control.
- Managed network computing tasks including IP configuration, IIS setup, and network protocol administration.
- Conducted technical meetings and demos, offering precise communication with stakeholders and team members throughout the project lifecycle facilitating informed decision-making, ensuring alignment and driving project success.
- Technical Skills: JavaScript, React, TypeScript, GIT, C#, RESTful API integrations, Webpack, CSS, DevOps (CI/CD).

**Premier Technical Analyst | HSBC Financial Group**

March 2019 – Dec 2019

- Delivered prompt and accurate 1st and 2nd level technical support to premier banking clients, providing personalized solutions and proactive problem-solving to high-priority customers, ensuring elevated levels of satisfaction.
- Operated multiple internal command line interfaces (CLIs) to support premier client operations, addressing tailored solutions for specific customer needs related to account management, banking applications, reports and disputes.
- Maintained a high level of compliance with bank procedures, metrics and customer needs, achieving a 100% satisfaction rating from client surveys and receiving excellent comments that fostered loyalty relationships with high-priority clients.
- Diagnosed and implemented technical solutions to resolve complexities with banking applications, operational processes, customer support tickets and device assistance, ensuring accurate solutions, minimal disruption and service reliability.
- Utilized remote desktop tools to diagnose and resolve incidents on customer support team devices, maintaining seamless operations and demonstrated a proactive approach in identifying potential issues before they escalated.
- Provided technical assistance to internal collaborators for enterprise applications and organizational banking procedures.

**Bilingual Executive | Teleperformance**

May 2018 – Feb 2019

- Delivered accurate, results-oriented and client-oriented solutions, resulting in enhanced levels of customer satisfaction.
- Processed more than 50 calls a day, providing technical, banking and food delivery support across campaigns via phone.
- Exceeded QA expectations, by consistently meeting KPIs earning the Best Performance award and senior acknowledgment.

---

**EDUCATION**

- |  |             |
|--|-------------|
| • Manufacturing and Quality Business Management Degree   Universidad Tecnológica de México | 2022 – 2023 |
| • Bachelor of Mechatronic Engineering   Universidad Tecnológica de México                  | 2019 – 2022 |
| • Bachelor of Mechatronic Engineering and Production   Universidad Iberoamericana          | 2016 – 2019 |

---

**TECHNICAL SKILLS**

- Programming Languages: JavaScript, TypeScript, C.
- Frameworks and Libraries: React, Next.js, Node.js, Express.js, GraphQL, Three.js, Framer, GSAP, Tailwind.
- Database Management: MySQL, MongoDB.
- DevOps Tools: Git, Firebase.
- Platforms and Tools: Pega Platform, Jira.

**CERTIFICATIONS**

- Certified System Architect (Pega) – Pearson VUE
- Certified Business Architect (Pega) – Pearson VUE
- ISTQB Foundation Tester – ISTQB International Board

---

**AWARDS & ACCOMPLISHMENTS**

- Successfully transitioned across multiple roles by leveraging a diverse skill set, including both technical and soft skills.
- Engaged in initiatives as member of the Mechatronics, Telecommunications and Biomedical Engineering Association.
- Recognized as top performer across various campaigns, demonstrating exceptional communication and resolute skills.