

BETINA PEREZ NEDER

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Results-driven ISTQB-certified **SENIOR LEAD QA ENGINEER** with extensive experience coaching QA teams and driving software quality engineering projects, including developing test strategies, executing comprehensive test plans, and supporting test automation. Skilled in manual and automated testing using tools like Cypress within CI/CD environments. Versatile hands-on leader adept at working cross-functionally to foster continuous process improvements that meet stakeholder milestones and customer expectations. Detail-oriented problem solver with an agile mindset and a proven ability to identify areas for improvement by directing automation, UAT, Accessibility, Web, Mobile, and API testing.

AREAS OF EXPERTISE

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|----------------------------------|---------------------------------|--------------------------|
| ✓ Quality Assurance (QA) | ✓ Test Automation (Cypress, JS) | ✓ Agile, Scrum, & Kanban |
| ✓ Cross-Functional Collaboration | ✓ Web, Mobile, & API Testing | ✓ QA processes & Metrics |
| ✓ Testing Strategies & Plans | ✓ UAT & Accessibility Testing | ✓ Monitoring & Analysis |
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PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Help Scout – Halifax, Canada

05/2017 – 03/2024

Lead QA Engineer, Staff Software Engineer

06/2023 – 03/2024

- Directed quality assurance initiatives by offering technical guidance and support to product teams.
- Pioneered shift-left testing strategies that eliminated 47% of post-release defects in 2 months.
- Streamlined testing processes, introduced a QA strategy aligned with business objectives to stakeholders and communicated these practices to the engineering organization.
- Collaborated with departments (DevOps, architecture, backend, frontend, and API teams) to define the QA vision and standards, and direction for the organization.
- Mentored a remote global team of 4 QA engineers across different time zones, to foster professional development.

Senior QA Engineer

05/2017 – 06/2023

- Crafted test plans with customized testing strategies, conducted exploratory and end-to-end testing, and performed manual functional and non-functional testing with an emphasis on user acceptance.
- Overhauled the performance of Cypress automated tests using comprehensive database seeds and feature flag invocations, which reduced execution time by 23%.
- Built 48% of the Cypress automated test suite and accelerated testing efficiency, which boosted continuous and reliable delivery of changes.
- Spearheaded the migration of 90% of the Cypress test suite to a new CI/CD Kubernetes-based test environment, which improved test efficiency and scalability.
- Conducted cross-browser and device testing to ensure compliance with design and functional specifications, WCAG accessibility standards, and OWASP security guidelines.

Nova Scotia Power, Inc. – Halifax, Canada

07/2015 – 05/2017

Quality Assurance Specialist

- Supervised the testing activities of 45 testers (business users, IT support, DBA, security, operations) for the Next Generation Firewall project and executed a test suite with 560 tests (60% automated, 40% manual) to validate over 440 web and desktop business applications.
- Supervised 30 testers (business users) in executing 610 automated and manual tests for the Allegro project, a commodity management software for power and gas utilities.
- Formulated documentation, test strategies, estimations, and plans; executed tests, triaged defects, and reported testing metrics to management.
- Trained cross-functional teams in IT Quality Assurance processes to enhance operational efficiency, product quality and collaboration.

Olapic Inc. – Córdoba, Argentina**12/2014 – 06/2015****QA Lead**

- Built and led a QA team, implementing processes that decreased customer-reported defects by 50%.
- Spearheaded QA initiatives and standards across integration, backend, analytics, and frontend teams.
- Directed backend and analytics teams in developing high-level test scenarios using BDD syntax and the Behat framework.
- Automated over 470 scenarios for the backend team and more than 500 scenarios for the analytics team to test various REST APIs.

Arris (fka Motorola Mobility) – Córdoba, Argentina**07/2006 – 12/2014****Test Leader/Release Manager****07/2008 – 12/2014**

- Directed release planning for a scrum team of 9 members, including QA engineers and configuration managers.
- Oversaw testing activities for multiple concurrent releases of the Motorola Merchandiser product.
- Assessed testing efforts and devised test strategies, test plans, and traceability matrices to ensure comprehensive story-to-test mapping.
- Served as an internal Quality Auditor, playing a key role in achieving ISO 9001 certification for Motorola Center through meticulous process evaluation and compliance assessments.

Quality Assurance Engineer**07/2006 – 07/2008**

- Performed comprehensive testing, including manual, automated, functional, exploratory, performance (JMeter and Linux bash commands) and web services testing.
- Automated 200+ web service tests within a 600-test suite using JavaScript and TestComplete.
- Implemented API testing (functional and performance) using Postman, enhancing testing efficiency and accuracy.

EDUCATION**Master of Science (MS), Information Systems Engineering**

Universidad Tecnológica Nacional – Facultad Regional Córdoba, Argentina

CERTIFICATIONS & TRAINING

ISTQB Certified Tester, Foundation Level

International English Language Testing System (IELTS), General Training

Postman API Fundamentals Student Expert – Postman

“Cybersecurity for Businesses: The Fundamental Edition” – EC-Council

“Cyber Security Awareness (Lite)” – Logix Academy

“WCAG - Web Accessibility Curriculum” – Deque University

“Agile with JIRA” and “Bitbucket Basics” – Clearvision

“ISTQB Certified Tester Advanced Level: Test Manager” course – Sela Canada

“ISTQB Certified Tester AI Testing (CT-AI)” course [in-progress]

TECHNICAL PROFICIENCIESZephyr • Jira • Cypress (JavaScript) • Currents.dev • Sorry Cypress • A11y Deque axe Dev Tools • SQL
Gherkin • Git • GitHub • Docker • Jenkins • Postman • JMeter • Slack 9webhooks) • Confluence

LANGUAGESEnglish (*Fluent*) • Spanish (*Native*)