BETINA PEREZ NEDER

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LEAD QA ENGINEER with extensive experience driving software quality engineering projects, including developing test strategies, executing comprehensive test plans, and supporting test automation. 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 a quality-driven mindset and a proven ability to identify areas for improvement by directing automation, UAT, Accessibility, Web, Mobile, and API testing.

AREAS OF EXPERTISE

✔ *Quality Assurance (QA)*	✔ *Test Automation (Cypress, JS)*	✔ *Agile, Scrum, & Kanban*
✔ *Cross-Functional Collaboration*	✔ *Web, Mobile, & API Testing*	✔ *QA processes & Metrics*
✔ *Test Management*	✔ *UAT & Accessibility Testing*	✔ *Training & Mentoring*

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 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 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
- Successfully built and led a QA team from the ground up, implementing processes that decreased customer-reported defects by 50% in 3 months.
- Automated over 470 scenarios for the backend team and more than 500 scenarios for the analytics team to test various REST APIs.
- Spearheaded QA initiatives across integration, backend, analytics, and frontend teams.
- Directed backend and analytics teams in developing high-level test scenarios using BDD syntax.

Arris (*fka Motorola Mobility*) – Córdoba, Argentina   07/2006 – 12/2014
Test Leader/Release Manager   *07/2008 – 12/2014*
- Managed a 16-member scrum team (QAs, external consultants, DevOps), identifying and mitigating risks to enhance project outcomes and maintain high-quality standards.
- Spearheaded the release management lifecycle for a complex multi-component product, ensuring timely integration and delivery across teams.
- Devised test strategies, test plans, and traceability matrices to ensure effective story-to-test mapping.
- Efficiently managed defects and metrics and enhanced product quality and pass/fail ratio.

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.

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 PROFICIENCIES

Zephyr • Jira • Cypress (JavaScript) • Currents.dev • Sorry Cypress • A11y Deque axe Dev Tools • SQL
Docker • Gherkin • GitHub • Jenkins • Postman • Slack • Confluence

LANGUAGES

English (*Fluent*) • Spanish (*Native*)