

BETINA PEREZ NEDER

HALIFAX, CA • betina.perezneder@proton.me • www.linkedin.com/in/betinaperezneder

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 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 |
| ✓ Test Management | ✓ UAT & Accessibility Testing | ✓ Training & Mentoring |
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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 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**

- Spearheaded QA initiatives across integration, backend, analytics, and frontend teams.
- Built and led a QA team, implementing processes that decreased customer-reported defects by 50%.
- 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.
- Efficiently managed defects, presented metrics, and made adjustments to enhance product quality and improve the 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, enhancing testing efficiency and accuracy.
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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 • Confluence

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