ANTONIO LUIS SANTOS

QA Manager | Senior IBM ODM Specialist at Bell Canada Inc. | Full-Stack Developer

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Websites, Portfolios, Profiles

- My Tech Portfolio - Click to Visit
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Professional Summary

Technical Lead with 5+ years in Agile environments, specializing in full-stack development, AI integration, and quality assurance. Skilled in Java, C++, PHP, ReactJS, TailwindCSS, Next.js, PostgreSQL, and ODM, with hands-on expertise in OpenAI APIs, embeddings, Zapier, and automation. Strong background in DevOps and cloud technologies including CI/CD, Docker, Vercel, Git/GitHub, and cloud deployment. Recognized for mentoring teams, improving processes, and delivering scalable, business-driven solutions.

Skills and Tech Stack

Languages: Java, C++, PHP, JavaScript/TypeScript, SQL, HTML, CSS

Front-End: ReactJS, TailwindCSS, Next.js, Wix

Back-End / Databases: PHP, PostgreSQL, IBM Operational Decision Manager (ODM)

AI / Automation: OpenAI APIs, Zapier, natural language processing, embeddings for search and retrieval

DevOps / Cloud & Tools: CI/CD pipelines, Docker, Vercel, Git, GitHub, ngrok, cloud deployment and management

Software Practices: Test-driven development, defect prevention, process improvement

Agile / Collaboration: 5+ years in Agile environments, team mentoring, QA management, cross-functional coordination

Work History

Quality Assurance Manager - Digital Billboards (Bell Canada Inc.)   10/2024 to Current
Quantrics Enterprises Inc. – San Mateo, PH

As the **Quality Assurance Manager for Digital Billboards,** I lead the **QA strategy and team development** for Bell Canada's advanced digital signage solutions, ensuring **performance, reliability, and stakeholder satisfaction.** Beyond ensuring deliverables, I focus on **developing future people leaders and well-rounded software professionals,** teaching strong technical practices, positive work ethics, and collaborative values.

- Define and execute the **QA strategy** to uphold company standards and stakeholder expectations for digital billboard technology
- Strengthen quality assurance practices by standardizing code reviews, implementing QA checkpoints, and conducting training sessions, resulting in **20% reduction in production defects**
- Manage high-priority escalations and troubleshoot critical issues, ensuring **95% on-time resolution of customer-impacting incidents**
- Manage and mentor a cross-functional team of QA engineers and developers, fostering professional growth and leadership skills
- Oversee the **end-to-end QA process** , from test planning and execution to troubleshooting, defect resolution, and continuous improvement
- Utilize JIRA for Agile project management and Postman for service testing, accelerating testing and validation cycles by **15%**
- Collaborate closely with engineering, design, and operations teams to ensure **quality-driven product releases**
- Conduct **audits, root cause analyses, and performance evaluations** to identify gaps and implement corrective measures
- Lead **integration and deployment validation** , ensuring seamless operation and high-quality customer experience
- Establish QA metrics, document test cases, and report progress to align with both technical teams and executive stakeholders

With a strong foundation in **software development and QA methodologies,** I bring a **broad perspective on delivery, team development, and stakeholder trust,** ensuring Bell Canada's digital billboard solutions remain **innovative, reliable, and future-ready.**

Senior ODM Developer   01/2023 to 10/2024

Bell – San Mateo, PH

Recognized as a Technical Lead in IBM ODM BRMS (Business Rules Management System), overseeing development, quality, and stakeholder collaboration while mentoring teams and resolving critical escalations.

Lead end-to-end development of IBM ODM BRMS solutions aligned with business and technical requirements

- Act as primary Point of Contact (POC) for ODM, coordinating with stakeholders, onshore managers, and cross-functional teams
- Conduct code reviews, quality checks, and training sessions to build team capability and enforce best practices
- Manage troubleshooting and high-priority escalations, **handling 4–7 critical incidents per month initially and reducing to around 2 per month** after six months through process improvements and proactive monitoring
- Perform back-end development in Java, integrating with ODM to optimize performance and reliability

- Utilize JIRA for Agile project management and Postman for testing and validation of services
- Deliver scalable technical solutions while ensuring compliance with functional requirements and customer impact analysis
- Support digital initiatives, providing status reporting, quality oversight, and Agile ceremonies leadership

ODM Developer | BRMS Engineer (IBM ODM)   11/2020 to 01/2023

Bell – San Mateo, PH

Contributed to the design and development of enterprise applications using **IBM ODM BRMS (Business Rules and Events),** focusing on translating business requirements into scalable, rules-driven solutions.

- Designed and developed enterprise applications using IBM ODM BRMS, translating business requirements into scalable, rules-driven solutions
- Configured business rules and event processing logic to support critical digital initiatives
- Collaborated with Bell stakeholders (Virgin Plus and Lucky brands) to capture requirements and ensure alignment
- Implemented back-end Java components integrated with ODM for reliable rule execution
- Executed functional and system testing, improving system stability and customer experience
- Utilized Tealeaf, Postman, SAS, and Adobe Analytics for troubleshooting, analysis, and process improvement
- Documented workflows in Confluence and tracked tasks in JIRA under Agile practices
- Conducted impact analysis to forecast system and customer effects of rule changes
- Handled ~400 tickets per quarter with one other team member, maintaining high productivity
- Resolved ~54 defects in 3 months, contributing to improved system stability
- Managed troubleshooting and high-priority escalations, handling 4–7 incidents/month initially, reduced to ~2/month after six months

Subject Matter Expert   04/2019 to 11/2020

Quantrics Enterprises Inc. – San Mateo, PH

- Trusted technical and process resource for Bell Mobility agents, driving accuracy, efficiency, and consistent service delivery across mobile service operations.
- Guided 15–25 agents per batch across 15 batches on complex mobile service inquiries, system workflows, and policy compliance
- Delivered coaching and best practices to improve team knowledge, efficiency, and accuracy
- Collaborated with cross-functional teams to identify process gaps and optimize workflows
- Enhanced customer experience by providing expert guidance and ensuring consistent service quality SME for Bell Mobility Canada

Education

Computer Engineering

Technological Institute of the Philippines - Quezon City

Certifications

UiPath: Robotic Process Automation (RPA)

Agile Software Development

Shimano T.E.C. - Road Drivetrain Certified Mechanic

Awards

- Bell All Star