

ANTONIO LUIS SANTOS

Quality Assurance Manager | Senior IBM ODM Developer - Digital Billboards (Bell Canada Inc.)

San Mateo, RIZAL | antonioluis.santos1@gmail.com

Professional Summary

Technical lead skilled at uniting development and quality assurance to deliver systems that balance speed, quality, and long-term business success. Experienced in Java, C++, and IBM Operational Decision Manager, with expertise in test-driven development, defect prevention, and process improvement. Adept at mentoring teams, handling escalations, and fostering collaboration across development, QA, and stakeholders. Recognized for driving continuous improvement and adopting best practices while maintaining efficiency, reliability, and business value.

Skills

Core Technical Skills

- Java Development and Integration
- Troubleshooting and Debugging
- Technical Leadership and Mentorship
- Work Planning and Prioritization (JIRA)
- Escalation Management
- Test-Driven Development (TDD)
- Defect Tracking and Root Cause Analysis

- IBM ODM (Business Rules Management System)
- API Testing and Automation with Postman

Leadership & Delivery

- Agile Project Management
- Stakeholder Collaboration

Quality Assurance & Continuous Improvement

- Quality Control and Code Reviews
- Best Practices Implementation

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

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

Agile Software Development

UiPath: Robotic Process Automation (RPA)

Awards

- Bell All Star