

# CRISTINO PEREZ

(713) 882-0932 | [cristino.perez525@gmail.com](mailto:cristino.perez525@gmail.com) | <https://github.com/cperez525>

**EDUCATION:** Bachelor of Music, Vocal Performance | University of Houston  
Full-Stack Coding Bootcamp | University of Texas at Austin

**SKILLS:** Quality Assurance | SQL | C# | Javascript | jQuery | Node.js | HTML | CSS | Bootstrap



## EXPERIENCE

### Family Tree DNA

*Subsidiary of Gene by Gene*

**Position: Quality Assurance Tester**

**September 2014-Present**

**Houston, TX**

**November 2017 - Present**

- Deploy code changes to results pipeline, website, and/or databases to testing environments.
- Write test automation using C# within .Net framework to cover test cases corrected by tickets.
- Update status of Jira Kanban board tickets that have been worked on, and appropriately kick tickets back to developers or pass on to Product Owner depending on results of testing.
- Manually test through tickets on mobile and on several different browsers to check for any bugs apparent on front end or back end.
- Regression test environments where tested code was deployed.
- Report any bugs found in production and create tickets on the Jira Kanban board.
- Represent QA team in stand ups for major projects.
- Create test cases for QA automation projects.
- End-to-end genetic testing results upload process testing on lab software and FTDNA front end software.
- Lead QA tester on several major projects.
- Testing specialist for Y-chromosome mutation tree.
- Organized meetings when necessary to improve communication between members of different teams on the same project.

**Position: Group Project Liaison**

**June 2016 – November 2017**

- Provided customer service for Group Project Administrators who are responsible for over 50% of FTDNA's sales.
- Represented the company at Genetic Genealogical conferences across the country.
- Composed marketing emails for several new products.
- Reported bugs found on the production website or ones reported by customers.
- Trained Customer Service department on advanced Y-chromosome DNA topics.
- Generated email lists through database queries for targeted product advertisement.
- Provided consultation by direction of the CEO to Administrators seeking assistance in Y-chromosome test-planning
- Served as main point of contact for project administrator of one of the largest projects in our database.

**Position: Customer Service Representative****September 2014 – June 2016**

- Provided customer service by phone and email.
- Served as an advanced customer service representative, responsible for answering most advanced inquiries from customers.
- Was assigned to National Geographic customer service phone line and inbox in addition to Family Tree DNA responsibilities
- Wrote documentation discussing and providing instruction on advanced topics as a reference for other CSRs