Diego Alexander Chacon Gonzalez

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With over a decade of hands-on experience in the IT field, I've honed my skills in both manual and automated testing. I have a knack for quickly identifying and resolving issues, and I pride myself on being methodical, analytical, and results-driven.

PROFESSIONAL EXPERIENCE

919it   **Delaware, United States**
Sr QA Engineer   *Aug 2024*

Developed detailed test plans from user stories and requirements, clearly outlining steps and expected outcomes. Executed and documented tests, including exploratory efforts, using Azure Test Plan. Reported defects with thorough descriptions, reproduction steps, evidence, and result comparisons. Supported production issue resolution by replicating bugs, gathering information, and escalating to the backlog. Maintained nightly automation runs, troubleshooting failures and resolving code issues. Automated Gherkin tests with Playwright, utilizing and creating documented functions. Managed code submissions to branches for review, following version control best practices.

Venon Soutions   **Delaware, United States**
Sr QA Engineer   *Aug 2022 – Aug 2024*

- Test Scenario Creation: Developed comprehensive test scenarios based on user stories, client requirements, and acceptance criteria, outlining step-by-step actions and expected outcomes.
- Test Execution and Documentation: Executed test cases derived from user stories, conducted exploratory testing, and meticulously documented findings using Azure Test Plan.
- Defect Reporting: Reported defects/bugs with detailed descriptions, clear titles, steps to reproduce, evidence, expected results, and actual results.
- Production Bug Support: Supported production bug resolution by replicating errors in a controlled environment, gathering comprehensive information, and releasing them to the backlog for prioritization.
- Automation Maintenance: Monitored and maintained nightly automation runs, re-executing failed tests locally, and troubleshooting code-level issues to create bug reports or resolve errors.
- Playwright Test Automation: Automated test steps in Gherkin using Playwright, leveraging existing functions or developing and documenting new functions as needed.
- Code Repository Management: Submitted code to a new branch for team review and ensured adherence to version control best practices.

CTI Consulting   **Miami, United States**
Sr QA Engineer   *Mar 2020 - Feb2022*

- Experience-Based Testing and Incident Reporting: Conducted experience-based testing, reported incidents using Jira, and developed a small automation script using Selenium and Python.
- Application Support and UAT: Provided application support and presented user acceptance testing (UAT) results to the client.
- Web and Mobile App Testing: Tested web and mobile applications, including integration testing to validate data consistency across platforms.
- Collaboration for Production Release: Worked closely with the team to ensure a smooth and timely production release.

Speeron   **Stockholm, Sweden**
Sr QA Engineer   *Apr 2018 - Mar 2020*

- Agile Testing of POS and Web Applications: Conducted manual testing of a point-of-sale (POS) application on Windows tablets and web applications within an agile development framework.
- Robotic Process Automation (RPA): Automated reservation creation processes using UiPath, streamlining operations and improving efficiency.
- Remote Desktop Support and Server Configuration: Provided remote desktop support for troubleshooting machine issues and configured Windows servers for optimal performance.
- Application Support and Issue Escalation: Resolved configuration problems on failing machines and escalated issues to the development team by creating new tasks when application problems arose.

Intergrupo   **Bogotá, Colombia**
Mid QA Engineer   *Jul 2015 - Apr 2018*

- Manual testing focused on CRUD (Create, Read, Update, Delete) operations for medical appointments, as well as testing credit functionality using ETL (Extract, Transform, Load) processes.

Q-Vision   **Bogotá, Colombia**
Jr QA Engineer   *May 2014 - Jun 2015*

- Manual testing of online payments, e-commerce discounts, and verification of services using SoapUI.

Data-Tools   **Bogotá, Colombia**
Jr QA Engineer   *Nov 2011 - May 2014*

- Regression testing, smoke testing, and integration testing.

EDUCATION

UNIVERSIDAD NACIONAL ABIERTA y a Distancia (UNAD)   **Bogotá, Colombia**
Ingeniero en desarrollo de software   *May 2018*

SKILLS

- ISTQB-CTFL-AT Agile Tester
- ISTQB Certified Teste
- Advanced-Test-Automation-Engineer
- Scrum Master
- Developer RPA with UiPath
- EF SET Certificate English B2
- Espanol Native