

## Edgar Roman

South Amboy, NJ, 08879

(646)-283-1748 • edgarr.romann@gmail.com

Fully Work Authorized • No Visa Sponsorship Required

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### **PROFESSIONAL SUMMARY**

Software Engineer with 10+ years of experience in IT and software development projects, performing different roles as they are Developer, Functional Software Tester, Automation Software Tester, QA Team Leader among others, and specialized in Project Management. Passion for good software products is a fact. Continuous learning (see professional development section).

### **Key Skills**

- Test Automation
- IVR Technology.
- Cyara Automation Tool
- Manual Testing
- Selenium Webdriver.
- ISTQB (Software Testing) Certification.
- Git and GitHub.
- Rally and Jira.
- Programming Language Java
- Strong knowledge of SDLC
- Proficient in End to End (E2E) testing
- SQL Knowledge and hands on.
- Agile projects.
- QA tools and processes understanding
- Languages: English and Spanish.
- Self-directed

### **PROFESSIONAL EXPERIENCE**

#### **Software Tester – IVR Tester**

**04/2020 – Currently**

#### **United Health Group, Basking Bridge, New Jersey as a CTS Consultant**

*United Health is an American health insurance company that operates as one of largest healthcare providers chain in the United States. United Health in 2019 operated was ranked in the 6<sup>th</sup> position on the Fortune 500.*

- Every call flow that I test and that is deployed to production serves 100+ million customers that UHG has in the United States.
- Perform Testing for the Spanish language, impacts positively to 20+ million customers that UHG has in the United States that daily use the IVR system.
- Perform manual IVR testing for inbound and outbound calls to ensure that 100% of project deliverables meet product requirements.
- Design and build automated test cases for IVR systems using the automation tool Cyara for inbound and outbound calls to ensure that 100% of project deliverables meet product requirements.
- Perform Cyara testing campaigns have allowed an increase of the execution performance by 47%.
- The use of virtual agents during Cyara testing has allowed reducing the time of execution by 53%.
- The use of Cyara as an automation tool for IVR technology improves the test cases execution after the second round of testing and regressions by 75%.
- Using tools like Rally and Confluence help to the teamwork and efficient in communications across the different levels of the project team increasing the productivity by 37%.
- Design, develop, and execute quality assurance test cases on large-scale systems following the testing and company processes allows increasing the productivity by 30%.
- Working on complex software systems to isolate failures and find defects helps to improve the quality of the product.
- Create testing reports help the Scrum team to increase by 80% the understanding of the product quality.
- White and black box testing has increased the quality of the product by 85%.
- Functional specifications are used to plan, create, or sign-off on test plans, test cases, and automated test cases.
- Be part of a Scrum Team allows to have advised project management and development teams on technical issues related to planning, developing, implementing and modifying testing procedures.
- Ability to operate within short cycles helps to improve the team performance by 20%
- Perform functional and regression tests on new products and changes to existing products following the best practice of software engineering and it is a very good technical performance.

**Software Tester – IVR Tester****04/2019 – 02/2020****Walgreens, Deerfield, Illinois as a TCS Consultant**

*Walgreens is an American company that operates as one of largest healthcare and pharmacy store chain in the United States. Walgreens in 2018 operated 9,560 stores in all 50 states, the District of Columbia and the US territories of Puerto Rico and the U.S. Virgin Islands.*

- Perform Testing for the Spanish language, impacts positively to 12+ millions customers that Walgreens has in the United States that daily use the IVR system.
- Every call flow that I test and that was deployed to production, serves to 20+ millions customers per month that Walgreens has in the United States.
- Perform manual IVR testing for inbound and outbound calls to ensure that 100% of project deliverables meet product requirements.
- Testing IVR customer service applications in the language Spanish has positively impacted 10+ millions of customers per month.
- Write IVR automation scripts using Java and Twilio tool increased the testing performance by 49%
- Testing applications like Workspace Desktop Edition WDE (Genesys), Avaya, Power App, Meal Break system, Specialty IVR, among others which are the backbone of Walgreens to communicate with all its customers have helped the company to be closer to its customers.
- Be part of a Scrum Team is part of the day to day and follow all the Scrum process grant the best development of the testing.
- Using tools like Jira and Confluence help to the teamwork and efficiency in communications across the different levels of the project team.
- Prepare and analyze test results is an important task after each testing cycle.
- Manual and integration, regressions, and exploratory testing are part of the day to day for each project tested.
- Participate in product scope, deployment, and administration of QA process, tool, and technologies.
- Creating test plans, test cases, and strategies are part of day to day as an IVR tester.
- Perform functional and regression tests on new products and changes to existing products following the best practice of software engineering and it is a very good technical performance.
- Work as offshore/onsite mode is part of the work flexibility.

**Software Tester – Automation Tester****09/2019 – 01/2020****Ozona Consulting**

*Ozona Consulting is a Spain company specialized in business continuity, information security and IT management services. Ozona has a presence in different countries as Spain, Canada, Mexico, Portugal, among others.*

- Implementing QA processes and politics.
- Documenting QA processes in Confluence.
- Automation testing of products software using Selenium Webdriver with Java and TestNG
- Manual testing
- Creation of testing documentation as test plans, test cases and issues reporting.
- Ability to participate in project teams under the waterfall and agile methodologies.
- The use of tools as Jira and Confluence is part of the day to day.

**Software Testing Leader – Project Manager****04/2015 - 11/2016****ARUS, Medellin - Colombia**

*Company dedicated to selling IT services and products to the local and international industry with an annual income of USD 74 million and 5.000+ employers.*

- Managed various technology projects, including software development. technological infrastructure associated with the construction industry; implementing servers; virtualization; and contact centers. It helped to achieve the objective of the company for each year. The performance in the Project Management process was increased in 18%.
- Continuously communication and coordination with the testing team in order to have the constraints and goal of each project under control.
- Continues training of the team was part of a good developed team.
- Collaborate with others team was an important aspect in order to grant the best product ever in production environment. Collaborating was always a good practice for team development.
- Self-driven motivation was a day to day important skill in order to support the project teams.

- Continuous communication with customers and stakeholders of each project and testing project, reporting to them was a daily task. Understand the client fast-moving business requirements are the pillar for the success of a project of computer engineering or software engineering.
- Software Engineering best practices were implemented in every performed project. Continuous integration of processes and tools was an important task for the project.
- Implemented best practices of Project Management for Scheduled creation, budget control.
- Decision Making on each project was a day to day task.
- Negotiation with stake-holders was a continued activity in each meeting, especially when red flags were raised.
- Problem solving was a big plus across each project management.
- Handled projects and controlled software development with Scrum Framework (agile methodology) implemented for some of the suppliers. This practice improved the SDLC by 25%.

## **Software Test Leader - Scrum Master - Product Owner - Project Manager**

**07/2011 - 01/2015**

### **Nexos Software, Medellín - Colombia**

*Company dedicated to the Software Industry*

- Integrate QA processes into Software Development and Releases Cycles was an effective part of the process testing.
- Previous to begin any software test, grant with the developer team the unit test of each new version for the testing team. This good practice reduced by 12% the time invested for each software tester during a test.
- Granted the testing process doing second checks to the documentation (test cases, test scenarios, issues management, among others) are correctly created and managed. This good practice reduced by 18% the time invested in a test.
- Created and keep schedules for each testing project was an important process for timely feedback.
- Be part of the design process as a leader was an important clue in each project to scope the acceptance criteria, boundary test, and test automation suggestions. Innovation for testing improvement was always a challenge.
- Supported and feedback to the development team. Knowledge transfer was a clue to achieve this.
- Granted the methodology Scrum or Water Fall is properly implemented in the project. It increased the team's performance by 27%.
- Gave the understanding to the scrum team about the importance of a good minimum viable product and its implications, it improved in a 15% the quality of each delivery at the end of a Sprint.
- Managed small projects based on technologies such as .NET, JAVA, SQL Server, Data Stage, AS 400
- Communication with the agile development and software testing team to transfer them the customer requirements and software specifications.
- Uncovered, document and track defects improve test case execution efficiency, and test coverage allows a good testing performance.
- Communication with stakeholders in order to keep them informed.
- Competitive quality products was a day to day challenge.

## **Automation Software Tester**

**11/2009 - 07/2011**

### **Choucair Testing, Medellín - Colombia**

*A company dedicated to Software testing to different kind of companies, especially to banking.*

- Performed manual testing to ensure that all project deliverables meet product requirements. This helped customers to improve the quality of the software implemented by 35%.
- Created test automation and automation regression tests on new products and changes to existing products. This reduced the test time and quality by 23%.
- Created and maintained test automation tools to improve each testing project by 5%.
- Matured and evolve the current testing architecture in order to improve that time, the current tools, techniques, processes and testing tools.
- Prepare and analyze test results was an important task after each testing cycle.
- Manual, automated integration, regressions and exploratory testing were part of the day to day for each project tested. Exploratory testing normally increased the efficiency of the schedule project by 17%.
- Participated in product scope, deployment and administration of QA process, tool, and technologies.
- Performed black box testing was an important plus as well UI testing.
- Performed functional and regression tests on new products and changes to existing products following the best practice of software engineering and it was a very good technical performance.
- Design and maintenance of detailed functional test plans, test strategy and test cases was an important activity.
- Participated in product scope, deployment and administration of QA process, tool, and technologies.

**Support Analyst****06/2009 - 11/2009****GESCOMER, Medellin - Colombia**

*A Company that offers specialized billing, computer services and software for the management of public companies.*

- Supported customers remotely with issues in production that affected their day to day job.
- Solved risen issues by customers through a specialized tool. These issues were fixed in the software company which was developed in VB6.
- Coded new features for the company software.
- Took requirements from the customers to fix issues or create new software features.
- Wrote queries in the database as Sql Server in order to pull out the required information for the software.

**Developer and Analyst****05/2008 - 05/2009****SONDA DE COLOMBIA (Today SONDA RED COLOMBIA), Medellin - Colombia**

*It is the main Latin American network of Information Technology (IT) services. Which has 45 years in the region it has an offer of services and solutions of IT.*

- Solved risen issues by customers. These issues were fixed in the software company which was developed in COBOL.
- Attended the main customer which is one of the most important companies of Health Insurance in Colombia.
- Coded new features for the company software.
- Took requirements from the customers to fix issues or create new software features.

**ADDITIONAL WORK EXPERIENCE****OPERATION SUPPORT COORDINATOR****07/2018 - 04/2019****Worldwide Flight Services, Queens, New York**

- Support different processes of the company participating in any way as required, as being a direct part of the process as an office agent or giving support improving processes with new proposals and the implementation of these. It helps to reduce the backlog in an average of 80% of work that a specific process can have.
- Creation of Excel Macros to improve the way of processes in the office. It has helped to reduce the time to do a specific task by 65%.
- Advising the Operation Analyst has helped him to have a better understanding of the warehouse processes.
- Improvement of each process during the job done, at an average of 15%.
- Showed the agent the right way to do things is an important plus for the operation.
- The understanding of warehousing and aviation processes for this is an important plus to achieve the goals of the support to each process.

**VOLUNTEER****08/2017 - 05/2018****Queens Library, Queens, New York**

- Created timecode from recorded interviews of dwellers of Queens County.
- Interviewed dwellers of the Queens County for the Queens Memory Program it helps to the library research for this program.
- Spanish Tutoring to a group of interested people to learn Spanish.

**EDUCATION (Educational background confirmation done by the US company HireRights on 28/03/2019)****Post Graduate, Project Management, 06/06/2011**

National Center of Learning, Colombia

**Bachelor, Systems Engineer (Computer Science in the USA), 12/12/2008**

University of Antioquia, Colombia

Second most important University in the country of Colombia. In 2018 it was 15th in ranking in Latin America Universities. Source BBC, <https://www.bbc.com/mundo/noticias-46079530>

**PROFESSIONAL DEVELOPMENT/AFFILIATIONS**

- **Salesforce New User Training certification**, Udemy, 01/2023
- **Git & GitHub the practical Guide**, Udemy, 01/2023
- **SERENITY BDD Framework for Selenium, Appium and REST Assured**, Udemy, 09/2022
- **Master Java Web Services and RESTful API**, Udemy, 09/2021

- **Java Advance**, Naresh IT, India, 03/2021
- **Selenium and Java**, New York, NY, 04/2019
- **Maria DB Seminar**, New York, NY, 10/17/2017
- **Scrum Master Certification**, Medellin - Colombia, 04/17/2017
- **Project Management Professional (PMP)**, Bogota - Colombia, 10/12/2012
- **ISTQB**, Medellin - Colombia, 10/14/2010