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EDUCATION

AUSTIN COMMUNITY COLLEGE

Computer Science

CYBERTEX INSTITUTE OF TECHNOLOGY

*CompTIA A+,
CompTIA Network+
CompTIA Security+
CCNA
CCHB*

MAJOR PROJECTS

Assisted sun-setting 3G networks at AT&T

Key player in firmware upgrade and HD partition on AT&T-BGW320 for production devices

Key contributor transferring Cisco's product line from Flextronics Austin to Malaysia Penang and Guadalajara Mexico

Eduardo Fuentes

Quality Assurance Engineer | Network Engineer

ABOUT ME

Highly motivated and detail-oriented professional with extensive experience in Networking and QA Engineering. A dedicated problem solver with a track record of creating and executing robust test plans, Proficient in a wide range of technologies, programming languages, and testing platforms. Strong communication skills and a collaborative mindset enable effective teamwork and individual contributions. Seeking the opportunity to leverage expertise in Networking or QA Engineering role.

WORK EXPERIENCE

Luxoft at AT&T Labs – Austin, Texas (December 2021 – January 2023)

SENIOR-QA NETWORK ENGINEER

- Created and executed comprehensive test plans for IoT device certification, evaluation, and approval of new wireless prototypes to ensure compatibility with AT&T's networks.
- Reduced post-launch issues by 25% through rigorous testing, early issue identification, and collaboration with cross-functional teams.
- Contributed to successful device launches by addressing potential network integration challenges, enhancing overall device performance.
- Demonstrated proficiency in RF technologies for wireless devices, encompassing 3G, 4G, LTE, and 5G air interface technologies.
- Pioneered the implementation of automated test scripts using tools such as Appium and Selenium, optimizing testing workflows.
- Slashed testing cycle time by 30% and minimized errors, leading to quicker release cycles and improved accuracy.
- Utilized advanced testing platforms like R&S (Rhode & Schwarz), Keysight, Anritsu, and Spirent, aligning with wireless technology standards.
- Employed packet capturing tools like QXDM and IT3 Prove!, in addition to conventional network TAPs, to analyze and diagnose network interactions.
- Conducted thorough compatibility testing of eSIM and SIM cards across various devices, including smartphones, tablets, and IoT devices.
- Tested the performance of eSIM and SIM cards during network roaming scenarios, evaluating seamless transitions between FirstNET and AT&T networks.
- Employed TeraTerm, Putty, and other remote access platforms to establish SSH connections and perform remote logins on devices.
- Utilized Control Center, G&D, V3, and V2 global Sim testing platform to assess device behavior in simulated network environments.
- Managed test execution and defect reporting using HP ALM Quality Center, ensuring comprehensive documentation of testing outcomes.
- Contributed direct input in the creation of technical products and services, leveraging industry insights and expertise.
- Implemented and executed testing procedures for Over-The-Air updates on eSIM-enabled devices.

KFORCE at AT&T Labs – Plano, Texas (August 2020 - December 2021)

QA NETWORK ENGINEER

- Proficiently evaluated Customer Premises Equipment (CPE)(AT&T SoHo Routers) hardware and software, including Graphical User Interface (GUI)
- Led regression testing efforts for new firmware and embedded software to ensure compatibility with existing deployments.
- Testing network stability through Layer 2 Networking, Layer 3 Networking, Firewall, Port Forwarding, and Quality of Service (QoS).
- Developed comprehensive CPE evaluation plans tailored to device requirements, ensuring systematic and high-impact testing. Maintained meticulous documentation of CPE testing configurations and procedures to guarantee consistent and repeatable results.
- Analyzed and reported on test results, delivering actionable insights to enhance product performance and resolve potential issues proactively.
- Spearheaded the development and implementation of test automation strategies, significantly boosting testing efficiency and productivity while empowering the team to focus on high-value tasks.
- Collaborated closely with Network Architects and Operations teams, delivering valuable insights that enhanced firmware quality and reliability while fostering a culture of collaboration.
- Standardized test documentation processes using tools such as eTrack and Jira, reducing documentation review time by 40%, thus promoting clarity and consistency across the team's work.

REFERENCES

(HYPERLINKS)

[Kathy Goode](#)
[CommScope](#)

[Liz Dawson](#)
[CommScope](#)

[Tameko Ware](#)
[AT&T](#)

SKILLS

Embedded Software |
Firmware | RF
Technologies | 802.11x
| Networking |
Cybersecurity | Linux |
html | ssh | telnet | Mac
Support | Mobile
Device Support | Azure
| AWS | Application
lifecycle management
(ALM) | Wireshark | API
| Performance testing |
Regression | Quality
Assurance | TR69 | AT
commands |

DATA Vision at Commscope – Austin, Texas (February 2017- July 2020)

QA NETWORK DATA ENGINEER

- Spearheaded the testing of software products utilizing the TR-069 standard to manage Customer Premise Equipment (CPE), serving international Internet clients AT&T, Telstra, Frontier, Telmex, and Sasktel.
- Developed, executed, and meticulously documented test cases aligned with customer test plans, ensuring the robust functionality and performance of residential gateways and Wi-Fi extenders.
- Conducted comprehensive testing across various platforms, including Web and Mobile Applications on iOS and Android, blending manual and automated testing methods.
- Proficiently navigated platforms such as ECO Manage, ECO Assist, ECO Collect, ECO Connect, and ECO Self Service to validate feature sets and ensure seamless customer experiences.
- Collaborated seamlessly with cross-functional teams of engineers and designers to rigorously test, validate, and refine new features and functionalities.
- Excelled in diagnosing and reproducing issues reported by clients, meticulously documenting steps for developers, resulting in swift issue resolution.
- Championed defect management and verification, ensuring issues were tracked to closure and that solutions were deployed into production effectively.
- Actively participated in various Software Development Lifecycles (SDLC), enhancing QA methodologies, implementing Test Plan/Test Strategy documents, and driving continuous improvement.
- Leverage test tools including SoapUI, Swagger API, for comprehensive testing coverage.
- Showcased proficiency in command-line tools, telnet, ssh, and Linux for seamless interfacing with Residential Gateways (RGs), debugging, and automation testing.
- Maintained meticulous test documentation through eTrack, Jira, and Confluence.

FLEXTRONICS - Austin, Texas (October 2003 – July 2014)

FUNCTIONAL TEST PRODUCT ENGINEER

- Spearheaded support for a range of critical Cisco product lines, including GSR, CAT6K, MGX, Constellation, CRS1, CRS2, CRS3, and Taiko, ensuring their functionality and reliability.
- Demonstrated a relentless drive for process improvement by implementing changes in product design, hardware, and scripts, resulting in enhanced product performance.
- Installed, configured, troubleshooted, and maintained Cisco's servers in a complex test environment, ensuring seamless operations.
- **FUNCTIONAL TEST MAINTENANCE SUPERVISOR**
- Led a team of equipment maintenance technicians across three shifts, ensuring 24/7 coverage for the entire functional test areas. Conducted yearly performance reviews and provided recommendations for raises and promotions, fostering a culture of growth.
- Ensured all test equipment was consistently maintained, adhering to Flextronics policies and ISO9000 standards for maximum reliability and quality.
- **EQUIPMENT MAINTENANCE ENGINEER**
- Performed meticulous maintenance and preventive maintenance on all functional test equipment, consistently achieving a minimum of 90% uptime and reliability.
- Actively participated in equipment improvement teams and projects, demonstrating a commitment to enhancing equipment performance and efficiency.

MOTOROLA - Austin, Texas (December 1994– October 2002)

PROBE CARD REPAIR TECHNICIAN

- Ensured high-quality probe card repairs and builds, aiming for a 90% positive card return in the VAX database.
- Conducted troubleshooting and repairs using analyzers and multi-meters.
- Contributed to PC board assembly.
- Executed preventive maintenance on equipment.
- Repaired diverse hardware components, including load-boards, DUT boards, burn-in boards, daughter cards, wiring harnesses and fixtures.
- Utilized schematics, multi-meters, and oscilloscopes for troubleshooting and analysis of failures.

TEXAS INSTRUMENTS - Austin, Texas (June 1992– December 1994)

SMT OPERATOR

- Operated Fuji pick & place surface mount technology placement systems.