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QUALIFICATIONS SUMMARY

Skills:

- Programming Languages: HTML, CSS, Javascript
- Version Control: Git
- Databases: MySQL
- Scripting: Shell/Bash
- QA Tools: Selenium, Cypress, Postman, Jmeter, Charles Proxy
- APIs: JSON, XML
- CI/CD: Jenkins, Github, Gitlab
- Bug Tracking: Jira, BugZilla, ZenDesk
- Test Management: TestRail, Qase
- Documentation: Confluence
- Project Management: Asana
- Cloud Testing Platforms: BrowserStack, SauceLabs
- Crowd Testing Vendor: Applause Platform/Service
- Communication Tools: Slack, Zoom, G-Suite, MS Suite
- Languages: English, Spanish

Professional Attributes:

- I am a seasoned principal engineer with a proven track record of thriving in both manual and autonomous work environments. My daily responsibilities encompass the entire testing lifecycle, from scoping and designing test plans to documenting, implementing, running, and effectively reporting and monitoring results. My expertise extends to bug reporting and triage, ensuring seamless communication and resolution.
- A key aspect of my role involves collaborating closely with testers and stakeholders to refine user requirements and engineering specifications. I am dedicated to making testing an integral part of the development cycle at every phase. My goal is to contribute significantly to the creation of high-quality software products.

- My career progression reflects my commitment and proficiency, evident through multiple promotions, often leading to supervisory roles. This progression is attributed to my exceptional ability to manage people, time, and projects, coupled with a relentless motivation to achieve success. I consistently go above and beyond my required responsibilities, demonstrating a genuine care for both the end product and the individuals contributing to its success.
- In terms of software development workflows, I am versatile and comfortable in both Waterfall and Agile (Scrum/Kanban/Iteration) methodologies, adapting seamlessly to diverse project requirements.

Professional Work Experience:

Senior Quality Automation Engineer | Red Ventures (acquired CNET Media Group), Los Angeles, CA | 2020 - 2023

- Focused on CNET dot com, CNET Mobile Apps (iOS, Android), and CNET Shopping (browser extension)
- Conducted extensive UI/UX exploratory testing with a cross-browser focus
- Developed and optimized shell/bash scripted tests for smoke testing, emphasizing UI and APIs
- Fully managed the $250k/yr crowd testing vendor platform/testers and workflows
- Implemented effective bug reporting and triage processes using Jira, which contributed to a 30% decrease in software defects through a combination of manual testing, automation, and crowd testing
- Led the optimization of keyword automated tests, reducing incident reporting by a further 10%
- Streamlined testing processes through periodic cross-browser testing using Applause
- Worked collaboratively across departments, handling Ads, Tracking, SEO, Video, Product, Editorial, and Developer Engineering requirements

Senior QA Engineer | ViacomCBS - CNET Media Group, Los Angeles, CA | 2019 - 2020

- Responsibilities included CNET, TechRepublic, and ZDnet webapps and smartphone apps
- Manually performed high priority smoke, regression, and acceptance testing suite of test cases in UAT pre-deploy and Prod env post deployment.
- Shifted more focus to automation, automating front-end/back-end services and components testing
- Managed stakeholder requirement intake and result reporting from crowd testers provided by Applause. Where I provided them with accurate scope and updated medium/low priority test suites for them to perform across the many different browsers/os/regions.
- Contributed to the strategic shift towards automated testing, improving overall testing efficiency and effectiveness

QA Engineer | CBS Interactive (acquired Clicked Media Inc.), Los Angeles, CA | 2011 - 2019

- Responsibilities included TV.com, MetaCritic, TVGuide, TVGuide Apps (Android/iOS)
- Led acceptance testing, documentation, regression and deployment as a release manager
- Manually performed high priority smoke, regression, and acceptance testing suite of test cases in UAT pre-deploy and Prod env post deployment.
- Created templates and workflows for QA intake requests, bug reporting, and Automation tool usage
- Utilized Adobe/Google analytics for relevant reporting

Senior Content Associate & QA Specialist | Clicker Media Inc., Los Angeles, CA | 2009 - 2011

- Acquired legal and readily available video data for content database
- Sole QA specialist responsible for shipping efficient, bug-free products by launch deadlines. Those included our apps on iOS/Android, set-top boxes (i.e. Boxee), and mobile website
- Proficient in creating test plans, logging complex issues, and communicating technical details effectively to non technical team members, and garnered confidence from the leadership to provide and implement product decisions
- Startup was acquired by CBS Interactive for over $100 million dollars due to successful product launches

Online Community Project Leader | California State University San Bernardino, San Bernardino, CA | 2008 - 2009

- Hired as a graduate assistant to startup, manage, and update the website for this new grant so that the graduate health scholars program could use it.
- Responsible for working with the professors, doctors, and administrative staff in creating ways to structure events and information and make it available to our customers.
- Research and managed the digital and technical equipment used for producing video, pictures, and graphic fliers for our $4 million dollar research grant. Ensured the multimedia was Section 508 compliant.

Academic Computing & Media, Professional Development Instructor - Coordinator | California State University San Bernardino, San Bernardino, CA | 2006 - 2008

- Created tutorial videos on how to navigate the Blackboard website using Macromedia Captivate software.
- Trained approximately 150 faculty, staff, and student assistants on how to use the Blackboard educational database.
- Aided 15 professors in adding content to their Blackboard courses.

- Also helped catalog and assign hundreds of our licensed software to our campus technicians.

Center for Alternate Media (CAM), Services Coordinator | California State University San Bernardino, San Bernardino, CA | 2006 - 2007

- Was promoted to delegate among the 23 California State Universities the alternative media database, pursuant to California Education Code section 37302 (g), to help expedite the delivery of electronic texts of instructional materials to eligible CSU students with disabilities.
- Ensured that the CAM website and its users were Section 508, AB 422 compliant.
- Collaborated with the CAM Webmaster to find and document solutions to technical procedures.

Services to Students with Disabilities, Testing Coordinator | California State University San Bernardino, San Bernardino, CA | 2004 - 2006

- Oversee day-to-day testing operations and provide lead work direction up to 20 student assistants, with accountability for results.
- Delivered oral and written instructions of the testing process and procedures to students, staff, faculty, and administrators for up to 200 exams during a school semester.
- Used appreciable ingenuity and innovation to conceive new approaches and solutions towards meeting testing goals, such as reducing employee errors by 50%, increasing efficiency, and producing great customer service.

Education:

- Bachelor of Arts, Administration with a Management Concentration | California State University San Bernardino, CA | 2008
    - Dean's List for the College of Business Administration
    - GPA: 3.65

Achievements:

- 3X Marathon Finisher, LA & NYC
- 2X 50 Mile Bicycle Race Finisher, Baja California - North Mexico
- Spartan Race Finisher, LA

References:

References will be made available upon request.