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## **Professional Attributes:**

- I am a seasoned Senior Quality Automation Engineer with a strong track record of ensuring the quality and reliability of critical software products through the development and implementation of automated testing frameworks. I possess expertise in leading cross-functional teams to drive testing efficiency and effectiveness, while fostering a culture of continuous improvement. My ability to analyze test results and collaborate effectively with stakeholders has been instrumental in achieving project goals. As a strategic leader, I have owned the technical strategy and roadmap for quality engineering, managing resources effectively to meet project deadlines. I am committed to excellence and have implemented tools and metrics to measure product quality, driving data-driven decision-making and continuous improvement initiatives.

## **Professional Work Experience:**

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

- In my role as a Senior Quality Automation Engineer, I played a pivotal role in ensuring the quality and reliability of key platforms such as CNET.com, CNET Mobile Apps (iOS, Android), and CNET Shopping (browser extension). My responsibilities spanned both manual and automated testing, with a sharp focus on delivering high-quality software products. I led cross-functional teams in planning, executing, and releasing technical projects, driving initiatives aimed at enhancing testing efficiency and effectiveness.
- I developed comprehensive test cases and executed manual and automated testing processes to uphold the highest standards of software quality and reliability. Analyzing test results, I provided insightful reports to project teams, contributing to data-driven decision-making and fostering a culture of continuous improvement within the engineering team.
- Throughout my tenure, collaboration with internal and external stakeholders was paramount. I actively engaged with them to address project requirements and challenges, nurturing a culture of collaboration and continuous improvement.
- As part of my role, I owned the technical strategy and roadmap for quality engineering. I championed software quality and industry best practices around testing, instilling a culture of collaboration and continuous improvement within the engineering team. Additionally, I managed contractor resources with overseas testers, alongside internal engineering teams, optimizing workflows and resource allocation to meet project goals and deadlines.
- Furthermore, I implemented tools and metrics to measure product quality and performance, facilitating data-driven decision-making and spearheading continuous improvement initiatives.

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

- As a Senior Automation QA Engineer, my responsibilities spanned critical web applications and smartphone apps across CNET, TechRepublic, and ZDnet. My focus was on ensuring the robustness and reliability of these platforms through a combination of manual and automated testing.

- I played a key role in executing high-priority smoke, regression, and acceptance testing suites for test cases in both UAT pre-deployment and Prod env post-deployment. This involved manually conducting tests to ensure the immediate integrity of changes and updates.
- Recognizing the need for increased efficiency, I strategically shifted focus towards automation, implementing automated testing for both front-end and back-end services and components. This shift significantly contributed to the overall improvement of testing efficiency and effectiveness.
- In addition to hands-on testing, I managed stakeholder requirement intake and result reporting from crowd testers provided by Applause. This involved providing clear scope definitions and regularly updating medium and low priority test suites for crowd testers to perform across diverse browsers, operating systems, and regions. This proactive management ensured accurate and comprehensive testing coverage.
- My contributions extended beyond day-to-day testing activities. I actively participated in the strategic shift towards automated testing, advocating for its adoption to enhance the testing process. This initiative not only streamlined our testing efforts but also led to a notable improvement in the overall quality of the software products delivered.

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

- As a QA Engineer with diverse responsibilities, I played a crucial role in ensuring the quality and reliability of TV.com, MetaCritic, TVGuide, and TVGuide Apps (Android/iOS). My responsibilities extended across various stages of the development and deployment lifecycle.
- As a Release Manager, I took the lead in acceptance testing, documentation, regression, and deployment processes. This involved overseeing the entire release cycle to guarantee the seamless and successful deployment of software updates.
- In order to validate changes effectively, I manually executed high-priority smoke, regression, and acceptance testing suites. This hands-on approach occurred in both UAT pre-deployment and Prod env post-deployment, ensuring the immediate identification and resolution of critical issues.
- To enhance the efficiency and consistency of our testing processes, I created templates and workflows for QA intake requests, bug reporting, and Automation tool usage. This standardization not only facilitated a more organized approach to testing but also improved collaboration within the team.
- In addition to these responsibilities, I leveraged Adobe and Google analytics for relevant reporting. This data-driven approach provided valuable insights into the performance and impact of our testing efforts, enabling data-informed decision-making and continuous improvement.
- In summary, my role as a QA Engineer involved a comprehensive approach to testing, release management, and process optimization, contributing to the delivery of high-quality software across a range of platforms.

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

- In the role of a Senior Content Associate & QA Specialist, my responsibilities encompassed a diverse range of tasks, contributing significantly to the success of the startup.
- One primary responsibility involved acquiring legal and readily available video data for the content database. This task required meticulous attention to detail and adherence to legal standards, ensuring the integrity and legality of the acquired content.
- As the sole QA specialist, I played a pivotal role in ensuring the efficient and bug-free delivery of products by launch deadlines. This responsibility extended to overseeing the quality of apps on iOS/Android, set-top boxes (such as Boxee), and the mobile website. My proficiency in creating comprehensive test plans, logging complex issues, and effectively communicating technical details to non-technical team members played a critical role in achieving this objective.
- Moreover, I earned the confidence of the leadership, allowing me to provide and implement product decisions. This dual role, combining quality assurance and product decision-making, demonstrated my capability to contribute not only to bug-free launches but also to the overall strategic direction of

the products.

- The success of these endeavors was evident in the startup's acquisition by CBS Interactive for over \$100 million dollars. This acquisition stands as a testament to the impact of successful product launches and the crucial role played by efficient QA processes in achieving such milestones.

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.

## **Skills:**

- HTML, CSS, Bootstrap, Javascript, API (JSON, XML)
- Version Control: Git, Github, Gitlab
- Query: MySQL, Xpath
- Scripting: Shell/Bash, Gherkin
- QA Tools: Selenium, Cypress, Jmeter, Charles Proxy, Postman
- CI/CD: Jenkins
- Bug Tracking: Jira, BugZilla, ZenDesk
- Test Case Management: TestRail, Qase
- Documentation: Confluence
- Project Management: Asana, Figma
- Cloud Testing Platforms: BrowserStack, SauceLabs
- Crowd Testing Vendor: Applause Platform/Service
- Communication Tools: Slack, Zoom, G-Suite, MS Suite
- CMS: Wordpress, Drupal, Joomla
- Knowledge of Scrum/Agile/Kanban methodologies and QA Automation process in SDLC

- Languages: English, Spanish

## Education:

- Bachelor of Arts, Administration with a Management Concentration | California State University San Bernardino | 2003 - 2008
  - GPA: 3.65
  - During my tenure at California State University San Bernardino, I pursued a Bachelor of Arts degree with a concentration in Administration and Management. This academic journey provided me with a comprehensive understanding of business principles, leadership strategies, and effective management practices.

## Achievements:

- **Dean's List for the College of Business Administration**
  - California State University San Bernardino
  - Acknowledged for academic excellence on the Dean's List, College of Business Administration. Demonstrated consistent high performance, a strong work ethic, and leadership within the business academic community.

## Certifications:

- [Git Foundations](#) - In Progress
  - **Microsoft Github.com - Expected Completion: [May, 2024]**
- [ASTQB Foundation Level](#) - In Progress
  - **American Software Testing Qualifications Board - Expected Completion: [May, 2024]**

## References:

*References will be made available upon request.*