Eligio Fonseca | Senior Software QA Engineer | eligio.fonseca@gmail.com | 951-990-2394 | Burbank, CA

Professional Work Experience:

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

- Working under the Agile Scrum-Kanban (Scrumban) methodology, I led the strategic design and implementation of test plans and test strategies for CNET.com, CNET Mobile Apps (iOS, Android), and CNET Shopping (browser extension), collectively **serving over 10 million monthly users**.
- Identified and spearheaded initiatives to improve and innovate testing processes and methodologies, driving continuous enhancements and ensuring alignment with business goals.
- Implemented comprehensive metrics dashboards and reporting mechanisms to provide actionable insights, fostering a data-driven decision-making environment.
- Architected and developed custom automation frameworks using Bash and Postman API, achieving 70% coverage of regression and functional test cases and reducing manual testing efforts significantly.
- Optimized test execution time by 50% through parallelization and efficient test data management, enhancing the CI/CD pipeline and accelerating software delivery.
- Ensured test case stability above 90% through proactive maintenance and updates, leading to consistent and reliable test results.
- Developed reusable test components and libraries, reducing script maintenance effort by 30% and enabling rapid adaptation to application changes.
- Conducted API testing using Chrome DevTools, Postman, and Jmeter, ensuring robust performance of web stack services such as Price Alert features and Editorial content.
- Oversaw manual testing efforts for complex functionalities, including dynamic ads, video player content, and visual components, ensuring comprehensive coverage.
- Utilized TestRail for test case management and Jira for defect reporting, ensuring streamlined and effective QA processes.
- Managed cross-browser/OS compatibility, functional, regression, and visual UI testing using BrowserStack and AWS Device Farm, ensuring high-quality user experiences across all customer-facing products.
- Mentored and trained QA Engineers across TVGuide, Metacritic, and GameSpot on best practices for documentation, relevant technical skills, and QA methodologies for special projects impacting shared infrastructure. This included conducting workshops, creating detailed guides, and providing one-on-one support to ensure team-wide proficiency and consistency in QA processes.

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

- Working under the Agile Scrum methodology, my responsibilities spanned critical web applications and smartphone apps for CNET.com, TechRepublic, and ZDnet, collectively **serving over 8 million monthly users**.
- Led the design, creation, and execution of detailed, comprehensive test plans and test cases and procedures, ensuring thorough coverage of functional and non-functional requirements. Achieved 90% test coverage for regression and functional testing suites.
- Conducted rigorous testing activities, including functional testing, regression testing, integration testing, and performance testing, to identify defects and ensure the overall reliability and robustness of software products. Drove a 25% increase in release frequency by seamlessly integrating automated testing into CI/CD pipelines, enhancing Applause's integration within our tech ecosystem, and leveraging analytics to refine testing scopes across various user browsers.
- Actively collaborated with cross-functional teams comprising developers, product managers, and stakeholders to understand project requirements and deliver high-quality software solutions. This involved participating in requirements gathering sessions, sprint planning meetings, and daily stand-ups to align testing efforts with project goals and timelines.
- I assumed full responsibility for overseeing and training our external crowd testing vendor, Applause, with an annual budget of $250k. This encompassed meticulously defining scope parameters and

consistently updating medium and low priority test suites to be executed by crowd testers across a spectrum of browsers, operating systems, and geographical regions.
  - Conducted weekly and quarterly business review (QBR) meetings with the Solutions Delivery Manager and Test Architect to streamline workflows and reporting for both teams. Collaborated on developing technical solutions and training programs that were subsequently integrated into corporate and QA employee training, enhancing overall efficiency and alignment with organizational goals.

QA Engineer | CBS Interactive (acquired our startup, Clicker Media for **~100 Million USD**), Los Angeles, CA | 2011 - 2019

- Working under the waterfall structured method, I played a crucial role in ensuring the quality and reliability of TV.com, MetaCritic, TVGuide, and TVGuide Apps (Android/iOS), collectively **serving over 6 million monthly users**.
- As the 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, utilizing Xcode or Android Studio (ADB) to debug when the occasional issue cropped up.
- As the test lead, 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 documentation strategies and design QA testing intake requests, test plan strategy and scoping, test case design, bug reporting through Bugzilla, defect tracking management, and metrics reporting. This standardization not only facilitated a more organized approach to testing but also improved collaboration within the team.
- Achieved 80% test coverage for regression and functional testing suites.
- Through improved inter-departmental communication, test cast logic organization and optimization, I reduced test execution time by 40%. Which in turn reduced test environment setup by 50%.
- Occasionally filled in for the Program Manager to lead standups for multiple teams across various projects and business units. Ensured effective communication, coordination, and progress tracking among distributed teams, maintaining project momentum and alignment with business objectives.

Skills:

- Proficient knowledge of Agile-Scrum/Kanban methodologies and QA Automation process in SDLC
- Test Case Management: Qase, TestRail, Xray, Zephyr
- QA Tools/Frameworks: Cypress, Playwright, Postman, Jmeter, Charles Proxy, Xcode, Android Studio (ADB), WAVE Accessibility, Axe Accessibility
- HTML, CSS, Javascript, TypeScript
- Version Control: Git, Github, Gitlab
- Data Query: SQL, SQLite
- Scripting: Shell/Bash
- CI/CD: Jenkins
- Bug Tracking: Jira, BugZilla, ZenDesk
- Documentation: Confluence
- Project Management: Asana, Trello, Figma
- Cloud Testing Platforms: BrowserStack, SauceLabs, Applause Crowd Testing Platform/Service

Education:

- Bachelor of Arts, Business Administration with a Management Concentration | California State University San Bernardino