Eligio Fonseca
Senior Software QA Engineer
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Professional Attributes:

- As an adept QA engineer, I excel in diverse environments, seamlessly transitioning between manual and autonomous testing. My responsibilities span the testing lifecycle, from scoping to meticulous documentation, execution, and reporting. I prioritize collaboration to refine requirements, ensuring alignment with project goals. Leading bug reporting and triage processes, I emphasize seamless communication for an efficient development workflow. My goal is to leverage expertise in test planning, design, execution, and automation to contribute to cutting-edge, reliable software products.

Skills:

- HTML, CSS, Bootstrap, Javascript
- Version Control: Git, Github
- Query: MySQL, Xpath
- Scripting: Shell/Bash, Gherkin
- QA Tools: Selenium, Cypress, Postman, Jmeter, Charles Proxy
- APIs: JSON, XML
- CI/CD: Jenkins, Gitlab
- 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

Professional Work Experience:

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

- 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 encompassed both manual and automated testing, with a keen focus on delivering high-quality software products.
- I actively participated in writing and executing comprehensive test cases, utilizing bug tracking systems to manage defects efficiently. Analyzing test results, I provided insightful reports to the project team, contributing to informed decision-making.
- My expertise extended to conducting extensive UI/UX exploratory testing with a cross-browser emphasis. I developed and optimized Bash Scripting, JavaScript, and XPath tests for smoke testing, emphasizing both UI and APIs. Additionally, I took charge of fully managing a $250k/year crowd testing vendor platform and testers, overseeing workflows to ensure optimal results.
- Implementing effective bug reporting and triage processes using Jira, I contributed to a notable 30% decrease in software defects through a strategic combination of manual testing, automation, and crowd testing. Further, I led the optimization of keyword automated tests, resulting in a 10% reduction in incident reporting.
- To enhance efficiency, I streamlined testing processes through periodic cross-browser testing using tools like BrowserStack and Applause crowd testers. My collaborative approach involved working across departments, addressing diverse requirements ranging from Ads, Tracking, SEO, Video, to Product, Editorial, and Developer Engineering. Through these efforts, I consistently upheld the highest standards of quality assurance, ensuring the seamless delivery of superior software products.

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.

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.