

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) methodologies, 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**.
- Managed manual testing for functionalities across frontend and backend, including ADs, SEO, email marketing, video player content, and UI/UX components for both web applications and native apps.
- Proficient in debugging native iOS and Android apps, including distributing beta apps through TestFlight and managing APK downloads. Skilled in replicating and reporting issues to both technical and non-technical stakeholders, clearly outlining issues and recommending necessary changes for resolution.
- Identified and spearheaded initiatives to improve and innovate testing processes and methodologies, driving continuous enhancements and ensuring alignment with business goals.
 - Improved test execution time by 50% through parallelization and optimized test data management, accelerating software delivery and enhancing the CI/CD pipeline.
 - Maintained test case stability above 90% with proactive updates, ensuring consistent and reliable results.
 - Reduced script maintenance effort by 30% by developing reusable test components and libraries, facilitating 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.
- Developed test plans using TestRail by systematically analyzing project requirements, identifying key functionalities, and defining comprehensive test coverage to address both common and edge cases. Employed a structured thought process to design detailed test cases, ensuring alignment with project goals and robust validation of application performance and stability.
- Utilized Jira to write concise bug reports, incorporating screen recordings, screenshots, device logs, and event tracking via Charles Proxy to provide detailed, actionable information for efficient issue resolution.
- Utilized Chrome DevTools, BrowserStack, Xcode, and ADB for manual testing of applications, covering installation, runtime, critical errors, visual defects, regression, and performance issues to ensure comprehensive quality across different platforms and environments.
- Mentored QA Engineers at TVGuide, Metacritic, and GameSpot on QA best practices and methodologies, conducting workshops, creating guides, and offering one-on-one support to ensure consistent and effective QA processes.

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

- Working under the Agile Scrum methodologies, my responsibilities spanned critical web applications and smartphone apps for CNET.com, TechRepublic, and ZDnet, collectively **serving over 8 million monthly users**.
- Designed, developed, and executed End-to-End (E2E) tests for complex systems with multiple interacting components, ensuring thorough coverage of both functional and non-functional requirements. Achieved 90% test coverage for regression and functional testing suites by creating comprehensive test plans and cases, building test environments, and running tests to validate seamless interaction and functionality across all elements.
- 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.
 - My technical solutions and training programs were subsequently integrated into their corporate and QA employee training, enhancing overall efficiency and alignment with organizational goals.

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

- Working under the waterfall structured methods, 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**.
- Manually created and executed high-priority smoke, regression, and acceptance testing suites in QA, User Acceptance pre-deployment, and Prod env post-deployment. Developed comprehensive test strategies, test suites, and test cases for RDBMS, CMS, API, visual, and functional aspects of web applications, as well as native iOS and Android apps, ensuring robust and thorough coverage across multiple layers of the application stack, leading to immediate identification and resolution of critical issues.
- Developed templates and workflows for documentation strategies, QA testing intake requests, test plan strategy and scoping, test case design, bug reporting through Bugzilla, defect tracking management, and metrics reporting, enhancing organization and collaboration within the QA team.
- 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, utilizing Xcode or Android Studio (ADB) to debug when the occasional issue cropped up.
- 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%.
- Achieved 80% test coverage for regression and functional testing suites by designing comprehensive test cases that addressed critical paths, edge cases, and common user scenarios, significantly enhancing software quality and reducing post-release defects.
- Acted as a Program Manager to lead standups across various projects and business units, ensuring effective communication, coordination, and progress tracking to maintain project momentum and alignment with business objectives.

Skills:

- Proficient in QA processes throughout the Software Delivery Lifecycle and Bug Fixed Verification Cycle
- Test Case Management: Qase, TestRail, Xray, Zephyr
- QA Tools/Frameworks: Jenkins, Cypress, Playwright, Postman, Jmeter, Charles Proxy, Xcode, Android Studio (ADB), WAVE Accessibility, Axe Accessibility
- HTML, CSS, Javascript, TypeScript, Shell/Bash Scripting
- Version Control: Git, Github, Gitlab
- Data Query: SQL, SQLite
- Bug Tracking: Jira, BugZilla, ZenDesk
- 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