

Eligio Fonseca

Senior Software QA Automation Engineer

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QUALIFICATIONS SUMMARY

Professional Attributes:

- As a seasoned principal engineer, I boast a robust track record of excelling in diverse work environments, seamlessly transitioning between manual and autonomous methodologies. My daily responsibilities are comprehensive, spanning the entire testing lifecycle. From scoping and meticulously designing test plans to the meticulous documentation, implementation, execution, and effective reporting and monitoring of results, I bring a holistic approach to quality assurance.
- A pivotal facet of my role involves fostering close collaboration with testers and stakeholders. This collaborative effort aims at refining user requirements and engineering specifications, ensuring alignment with project goals. My commitment lies in making testing an intrinsic and invaluable component of the development cycle, contributing at every phase to ensure the delivery of high-quality software products.
- In my role, I champion bug reporting and triage processes, emphasizing seamless communication and resolution. This approach not only streamlines our workflow but also ensures a cohesive and efficient development process. Ultimately, my goal is to leverage my expertise and dedication to significantly contribute to the creation of cutting-edge, reliable, and user-centric software products.

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
- CMS: Wordpress, Drupal, Joomla
- Languages: English, Spanish

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 | 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.
 - In addition to my commitment to academic excellence, I had the distinct honor of serving as the President of my fraternity for three impactful years. As the fraternity president, I led with dedication, overseeing strategic planning, organizational development, and fostering a positive and inclusive fraternity community.
 - This dual commitment to academic pursuits and leadership roles has

shaped my ability to balance diverse responsibilities, collaborate with diverse teams, and effectively manage complex projects. The experience at California State University San Bernardino played a pivotal role in my personal and professional development, laying the foundation for my subsequent career achievements.

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:

- [Software Development Processes and Methodologies](#)
 - University of Minnesota | Jan '24
- [Foundations of Software Testing and Validation](#)
 - University of Leeds | Jan '24
- [Learn HTML](#)
 - Codecademy | Dec '23
- [Learn CSS](#)
 - Codecademy | Dec '23
- [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.