PATRICIO E AGUILAR

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SUMMARY

Senior Software QA Engineer / Team Lead and recent Full-Stack Web Developer Graduate.
I believe in doing interesting and valuable work that matters, working with products that help solve everyday problems or improving the world and lives of others.
Customer obsessed, passionate about user-focused design, high-quality technology, problem solving and providing ways to improve customer experience.

TECHNICAL SKILLS

Software QA Process: Test Plans, Test Cases, Traceability Matrix, Defect Creation/Tracking
Mobile Device QA: Android, ADB, iOS, Xcode, Logcat, Log Analysis, Debugging
Test Management: Jira, QMetry, HPQC, Test Rail
Test Automation: Appium, Selenium, WebDriver
Continuous Integration/Deployment: Github, Jenkins, Heroku
Web Development: Javascript, jQuery, Bootstrap, CSS, HTML, React, MongoDB, mySQL, Node, Express

EXPERIENCE

Senior Solutions Test Engineer / Product Specialist   2017 – Current
Augmedix Inc   San Francisco, CA
My role at Augmedix focuses on improving the quality of hardware and software solutions delivered to the field and improving the overall customer experience. I lead an offshore QA team; managing day to day operations, creating test plans, test cases, coordinating & executing testing activities, monitoring results, developing detailed documentation and communicating with upper management. In addition, I act as a "product specialist go to person" for Product, Engineering, Marketing and Sales Teams. I work with such teams in order to understand technical road blocks, solve problems and propose viable solutions.
Key Accomplishments:
- I'm Augmedix's lead in a joint project with Google, working on developing the new Google Glass Enterprise Edition and implementing such device into our current hardware offerings. Responsible for leading all project activities and communication with Google Project Managers, Software Engineers and Augmedix stakeholders. Developed over 100 TC's and submitted around 20 defects to the Google team, helping them build a production ready Google Glass, released in 2019
- Provide on-site technical assessments, customer support, training and troubleshooting in over 30 Hospitals and Medical Clinics. Understanding the needs and limitations of each customer, identifying process improvements and tailoring solutions, to meet individual needs based on specific use cases
- Detected strengths and weaknesses within the application; recommending new features to positively impact the customer experience. About 15 of these features have been implemented and are currently active on the market

Software Quality Assurance Engineer   2016 – 2017
Sony Playstation   San Francisco, CA
Responsible for manual and automated testing efforts for Sony PlayStation Retail and Social Features on gaming consoles. Such efforts include: functionality, regression, smoke, feature and sanity testing.
Key Accomplishments:
- Acted as QA Lead for 3 months in order to cover our QA Leads' paternal leave.
- Wrote around 10 Test Plans and 200 manual test cases for new features; updated more than 500 old test cases. Filed close to 75 valid defects, following through until resolution/verification.
- Designed training guides and documentation for production software releases, these guides are currently being used every time Playstation sends a new software update.

Software Quality Assurance Engineer / Product Specialist   2014 – 2015
Birdstep Technology   San Francisco, CA
Directly responsible for supporting customers across multiple altitudes while ensuring they had the best possible experience with Augmedix's product. Some of my responsibilities included: triaging issues, solving questions, troubleshooting bugs, capturing product feature requests, solving customer problems and solving their business needs. In addition, acted as the companies QA Engineer, executing black and grey box functional and integration testing for Birdstep's Wi-Fi Connection Optimizer application.
Key Accomplishments:
- Guided customers through the evaluation process of Birdstep's' technology, ensuring that the solution met key business objectives and technical requirements
- Designed, developed and executed more than 100 test cases, for wi-fi features; ensuring compliance with user stories, product specifications, design guidelines and quality standards.
- Perform field testing on various offsite locations, Las Vegas and Oakland identifying gaps or inefficiencies within the partner wi-fi hotspots; suggesting improvements.

F&B Operations Manager / Director   2000 – 2012
Various Companies throughout Mexico and USA
Worked as a Food and Beverage Operations Manager for 12 year's before joining the IT world. Managed multiple High-End Restaurants and Banquet Facilities throughout the Bay Area and Mexico City. In addition of building customer relations, managing staff, departmental budgeting and planning, some of my roles and accomplishments include:
- Director of Banquets at Sofitel Hotel - Leading all Banquet and meeting activities for clients such as: SF 49ers, SF Giants, Wells Fargo, Oracle, Google, Bank of America
- Director of Outlets, Intercontinental Mark Hopkins - Created "Movie Nights at Top of the Mark" resulting in 15% revenue increase, Awarded Manager of the Quarter
- Restaurant Manager, Omni SF Hotel – Managed all aspects regarding the wine list negotiating vendor contracts, purchasing, inventory and staff training. Achieved Wine Spectators Award of Excellence for 3 consecutive years.

PROJECT SAMPLES

Brewmasters | **Link to Deployed Project:** https://elpat77.github.io/BrewMasters/
- For the Beer, Whiskey, Sake, and Wine lovers, we built a brewery search engine that can also search for any place with whiskey, sake and wine in any city you desire.
- This was a 3 person team project; I was responsible for implementing Google Maps API, displaying search results in the map. In addition I also created the Websites User Interface; main website design, creating containers, forms, error messages.
- Technologies Used: Google API, Foursquare API, Ajax, Firebase, Javascript, CSS, HTML, Bootstrap

Logo Memory Game | **Link to Deployed Project:** https://pat-memory-clicky-game.herokuapp.com/
- This assignment involved creating a memory game with React. The requirements were to break up the application's UI into components, manage component state, and respond to user events. I worked/created this project on my own.
- Technologies Used: React, Javascript, CSS, Bootstrap

EDUCATION

2020 Full-Stack Web Development Certificate : UC Berkeley, California
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, jQuery, Bootstrap, Firebase, Node JS, MySQL, MongoDB, Express & React JS.

2012 Software Quality Assurance Certificate : Portnov Computer School, California
A 3 month training program focused on gaining the skills necessary to become a SQA Engineer, focusing on: Software Development Life Cycle, QA best practices, Defect Creation/Tracking/Resolution, Creation of Test Plans, Test Matrixes, Test Cases, Test Case Execution, Web Automation.

2000 Business Management Bachelor's Degree: Universidad Anahuac, Mexico City
Graduated with a Bachelor's in Business Management Degree, specializing in Hospitality Management.