




PATRICIO AGUILAR

DETAIL-ORIENTED, SELF-MOTIVATED SOFTWARE QUALITY ASSURANCE ENGINEER WITH LOW TOLERANCE FOR IMPERFECTIONS, PASSION FOR USER SATISFACTION AND FOR ACHIEVING HIGH PRODUCT QUALITY. LOOKING TO CONTINUE MY CARRER AS A SR ENGINEER OR A QA MANAGER.

CONTACT

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OVERVIEW

- 7+ years' hands-on software and hardware testing (manual and automation) on mixed platform applications; web, mobile devices (iOS, Android), wearables (Google Glass) and gaming consoles (PlayStation)
- 10 + years' experience leading local and global teams, ensuring operations are aligned with the mission, values and long-term organization goals as well as implementing service and QA improvements.
- 4+ years testing experience with various mobile networks and protocols; Wi-Fi, Bluetooth, 3G/4G/LTE, GPS

I'M PASSIONATE ABOUT

- Leading local and global teams and projects
- Understanding QA techniques, frameworks and methodologies
- Proposing ideas to improve features and increase customer experience
- Guiding the creation of detailed, customer focused test cases to exercise user level features and end to end product experience
- Becoming the product expert and point of contact for all product related questions or concerns
- Documenting & communicating technical information to internal and external stakeholders
- Continuous learning, training and development

EXPERIENCE

AUGMEDIX INC SR. SOLUTIONS TEST ENGINEER SAN FRANCISCO, CA 2017 – CURRENT

- My role at Augmedix focuses on improving the quality of hardware and software solutions delivered to the field and improving the overall customer experience. This entails working with local stakeholders and leading global QA team members; creating test plans, test cases, coordinating testing activities, monitoring results and developing detailed documentation
- Currently I'm Augmedix's lead in a joint project with Google, working on developing the new Google Glass Enterprise Edition. I'm responsible for all testing activities and communication with Google Project Managers, Software Engineers and internal stakeholders. Developed over 100 TC's and submitted 17 major defects to the Google team, helping them build a production ready Google Glass, released in 2019
- Managed the selection, testing and implementation of new smartphones in order to replace outdated hardware. Coordinated with multiple stakeholders, vendors and internal teams to ensure product quality, timeline adherence and efficient use of resources
- 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, tailoring existing and future 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 10 of these features have been implemented and are currently active on the market

TOOLS

WEB DEVELOPMENT

JAVASCRIPT, JQUERY, BOOTSTRAP,
CSS, HTML, AJAX, API's

MOBILE QA

ANDROID, iOS, LOGCAT, XCODE,
ANDROID STUDIO, ADB

CONTINUOUS INTEGRATION

GITHUB, JENKINS

TEST MANAGEMENT

JIRA, QMETRY, HPQC, TEST RAIL

TEST AUTOMATION

APPIUM, SELENIUM, WEBDRIVER

DATABASES

MYSQL, FIREBASE

NETWORKS

CELLULAR, WI-FI, BLUETOOTH, GPS

SKILLS

- Problem solver with a strong attention to detail
- Excellent communication, collaboration, reporting and analytical skills. Able to communicate across all organizational levels.
- Ability react well to changes, work with offshore teams and multi-task on multiple products and projects
- Great troubleshooting and debugging skills used to identify issues root causes

EDUCATION

Full-Stack Developer Bootcamp

UC Berkeley Extension 2019 - 2020

Project Manager Certificate

UC Berkeley Extension 2015

Software QA and IT Certificate

Portnov Computer School 2012

Business Management Degree

Universidad Anahuac Mexico 1996 – 2000

EXPERIENCE

SONY PLAYSTATION

SAN FRANCISCO, CA

SQA ENGINEER

2016 – 2017

- Responsible for manual and automated testing efforts for Sony PlayStation Retail and Social Features on PS3 and PS4 gaming consoles. Such efforts include: functionality, regression, smoke, feature and sanity testing.
- Provide support to Project/Release Management; managing software build release testing for production builds. No build gets released to the market without passing through my hands first!
- Wrote 5 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 for build releases, creating and updating documentation for all public releases.
- Acted as QA Lead for 3 months in order to cover our QA Leads' paternal leave.

BIRDSTEP TECHONLOGY

SAN FRANCISCO, CA

SQA ENGINEER

2014 – 2015

- Performed black and grey box functional and integration testing for Birdstep's Wi-Fi Connection Optimizer application on supported mobile devices. (Android, iOS)
- 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.
- Work closely with Product Management, Development, and Operations within an agile environment; providing project managers with timely and accurate QA status and progress during all project testing phases, including summarizing QA results at project conclusion.
- Perform field testing on various offsite locations, Las Vegas and Oakland identifying gaps or inefficiencies within the partner wi-fi hotspots; suggesting improvements.
- Responsible for establishing good relationship with external vendors; managing mobile and tablet devices inventory, making sure we had the newest devices and were up to date with builds, activations and firmware.

VERINT SYSTEMS

SANTA CLARA, CA

SQA ENGINEER INTERN

2013 – 2014

- Managed the testing efforts for the implementation of new reporting frameworks
- Based on product manuals and design guidelines; creating detailed test plans and more than 75 TC's
- Performed Backlog Reduction defect verification, closing more than 120 defects

MULTIPLE COMPANIES

MEXICO AND USA

OPERATIONS MANAGER

2000 - 2012

- Worked as a Food and Beverage Operations Manager for 12 year's before joining the IT world. In addition of building customer relations, managing staff, departmental budgeting and planning, some of my roles and achievements 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.