

# PATRICIO E AGUILAR

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## SUMMARY

Senior Software QA Engineer / Product Specialist and recent Full-Stack Web Developer Graduate. Effective at combining high organizational and problem solving skills in order to develop, implement and maintain test strategies and quality assurance processes. Customer obsessed, passionate about user-focused design, high-quality technology, and providing ways to improve customer experience. Known among staff for having a strong wit and attention to detail no matter the complexity of the project and for being able to thrive and adapt well to ever changing projects.

## 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 Augmedix Inc

2017 – Current  
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. This entails solving customer problems by acting as the primary point of contact for customers; understanding, troubleshooting and triaging customer issues, needs and questions. In addition, I lead a global QA team; creating test plans, test cases, coordinating & executing testing activities, monitoring results and developing detailed documentation.

#### 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 17 major defects to the Google team, helping them build a production ready Google Glass, released in 2019
- Act as a liaison between Product, Marketing and Sales Teams, sharing customer feedback in order to create new application features and help craft the product roadmap
- 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

### Software Quality Assurance Engineer Sony Playstation

2016 – 2017  
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**  
**Birdstep Technology**

2014 – 2015  
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 on supported mobile devices. (Android, iOS)

*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.

**Software Quality Assurance Intern**  
**Verint Systems**

2013 – 2014  
Santa Clara, CA

*Key Accomplishments:*

- 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

**PROJECTS**

(FOR A COMPLETE LIST OF PROJECTS, PLEASE VISIT MY WEBSITE:<https://pataguilar.me/>)

**Brewmasters | Link to Deployed Project:** <https://github.com/elpat77/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. 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.