

# Eric Leblanc

Senior QA Analyst | QA Ops Engineer | Test Automation | AI-Driven Quality | Analyst  
Développeur | Shawinigan | Trois-Rivières | Québec | Montréal | Remote | Hybrid

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## Professional Summary

Senior Quality Assurance Analyst with over **30 years** of experience in information technology, including **15+ years** in QA, test automation, QA Ops, and CI/CD environments. Proven background evolving from Senior Programmer Analyst to Senior QA / QA Ops Engineer, with strong expertise in automated testing, test strategy, DevOps pipelines, and cross-functional collaboration.

Currently upskilling in Artificial Intelligence applied to Quality Assurance, including **AI-assisted test generation, proactive defect detection, test optimization, and risk prediction**. Strong ability to bridge development, QA, and operations to deliver **scalable, measurable, and modern quality practices**.

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## Core Skills & Keywords (ATS Optimized)

Quality Assurance (QA) Test Automation QA Ops DevOps CI/CD Pipelines AI-Driven QA Artificial Intelligence for Software Testing Generative AI LLM (Large Language Models) AI Agents Proactive Bug Detection Risk Prediction Test Optimization Automated Testing End-to-End Testing (E2E) Integration Testing Regression Testing Acceptance Testing Test Strategy Test Planning Test Pyramid BDD (Behavior-Driven Development) Agile / Scrum / Kanban Continuous Integration Continuous Delivery Monitoring & Observability Test Reporting & Metrics

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## Technical Skills

### Programming & Scripting

Java Python Bash Groovy

### Test Automation & QA Tools

Selenium Cucumber JUnit AssertJ

### CI/CD & QA Ops Tools

Jenkins GitLab CI/CD Jenkinsfile AWX Git Bitbucket

### Platforms & Environments

Linux Windows Tomcat

### Collaboration & ALM Tools

Jira Confluence GitHub GitLab Microsoft Teams

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## Professional Experience

### IBS Software – Montréal, QC

**Senior QA Analyst | QA Developer IV** 2021 – 2025

Airline Crew Workforce Planning System (Mission-Critical Software)

- Collaborated closely with **Product Owners and stakeholders** to define **acceptance criteria** and quality expectations
- Designed and maintained **test plans, test strategies, and regression suites**
- Executed **acceptance testing, regression testing, and system validation testing**
- Implemented and promoted **test pyramid strategy** (unit, integration, E2E)
- Developed and maintained **automated E2E UI tests** using Selenium and Cucumber
- Developed **integration tests** and supported test automation best practices
- Reviewed automated tests produced by development teams
- Monitored test results and supported defect analysis and resolution
- Actively contributed to **Agile ceremonies** and continuous improvement initiatives

**Keywords:** QA, Test Automation, QA Ops, CI/CD, Agile, Selenium, Cucumber, Jenkins, AI-Ready QA

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### Prima Solutions – Saint-Jean-sur-Richelieu, QC

**QA DevOps Engineer | Automated Test Developer** 2018 – 2021

Insurance & Reinsurance Management System

- Designed and implemented **CI/CD pipelines** with automated tests (GitLab CI, Jenkins)
- Integrated **automated testing into DevOps workflows**
- Developed pipelines for **test data anonymization**
- Automated **monitoring and ticket creation** using Python and Jira API
- Optimized automated test execution to support **multi-version product releases**
- Reorganized test types and QA processes across development teams
- Developed and maintained **Selenium E2E automated tests**
- Supported continuous delivery and release stability

**Keywords:** QA Ops, DevOps, CI/CD, Test Automation, Monitoring, Python, Jira API

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### Diffusion Solutions Intégrées Inc. – Granby, QC

**Programmer Analyst** 2014 – 2018

Production & Delivery Management System (Web & Mobile)

- Developed and customized enterprise software solutions
- Adapted software for large logistics and distribution clients
- Participated in **requirements analysis and functional specifications**
- Performed **manual QA testing and deployment activities**
- Supported Agile delivery cycles

**Keywords:** Software Development, QA, Functional Analysis, Agile

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### BRS Technologies Inc. – Longueuil, QC

**Senior Programmer Analyst** 1997 – 2013

## Accounting, Inventory, Billing & POS Systems

- Senior developer responsible for POS system customization for major retail client
- Performed **functional and technical analysis**
- Estimated project costs and delivery timelines
- Produced technical documentation for R&D and government grants
- Provided internal and client support

**Keywords:** Legacy Systems, Software Analysis, Documentation, Client Support

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## Certifications & Continuous Learning

**Artificial Intelligence Fundamentals** – Heure IA (2025) Ethics, Responsibility, Prompt Engineering

**AI for QA Automation** – Udemy (2025) AI Agents, Machine Learning, LLMs, Test Optimization, Proactive Bug Detection, Risk Prediction, Intelligent Monitoring

**Git & GitHub – Ultimate Training** – Udemy (2025)

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## Education

AEC – Mobile Application Development – Collège Ahuntsic AEC – Programmer Analyst – Institut Herzing High School Diploma (DES)

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## Languages

French (Fluent) English (Professional)

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## Additional Information

- Strong experience working in **Agile and DevOps environments**
- Proven ability to **modernize QA practices**
- Actively building an **AI-driven QA portfolio** on GitHub
- Comfortable mentoring teams and collaborating cross-functionally