Eric Leblanc

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

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GitHub – AI & QA Portfolio: https://github.com/ericclub/portfolio-SQAAILab.git

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Professional Profile

Senior Quality Assurance Analyst with **30+ years of experience in information technology**, having evolved from **Senior Programmer Analyst** into advanced roles in **Quality Assurance, Test Automation, QA Ops, and CI/CD integration**.

Recognized for the ability to:

- Design and stabilize software quality in **complex, mission-critical environments**
- Bridge **development, QA, and operations**
- Modernize QA practices through **automation, pipelines, and observability**
- **Progressively integrate Artificial Intelligence** to move QA toward more **proactive, predictive, and measurable quality models**

Currently engaged in **AI upskilling applied to Quality Assurance**, supported by a GitHub portfolio showcasing practical, real-world use cases.

Core Expertise

- **Advanced Quality Assurance**: test strategy, test pyramid, acceptance criteria
- **Test Automation**: UI, integration, end-to-end (E2E)
- **QA Ops / DevOps**: CI/CD, monitoring, test orchestration
- **Product collaboration**: Product Owners, Agile teams, stakeholders
- **AI applied to QA (in progress)**: test generation, intelligent analysis, proactive defect detection

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Technical Stack (Selected)

Programming & Scripting Java, Python, Bash, Groovy

Test Automation & QA Selenium, Cucumber, JUnit, AssertJ

CI/CD & Operations Jenkins, GitLab CI/CD, Jenkinsfile, AWX, Git, Bitbucket

Collaboration & ALM Tools Jira, Confluence, GitHub, GitLab, Microsoft Teams

Methodologies Agile, Scrum, Kanban, DevOps, QA Ops

Professional Experience

IBS Software – Montreal, QC

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

Product: Airline Crew Workforce Planning System (Mission-Critical)

Responsibilities & Achievements

- Worked closely with **Product Owners** to define **acceptance criteria**
- Designed and maintained **test plans and test strategies**
- Actively participated in **acceptance, system validation, and regression testing**
- Implemented and promoted the **test pyramid** (unit, integration, E2E)
- Reviewed and improved automated tests developed by engineering teams
- Developed **E2E UI automated tests** and **integration tests**
- Analyzed and monitored test results to support development teams

Technologies: Java, Selenium, Cucumber, AssertJ, Jenkins, Git, Jira, Confluence, Linux

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

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

Product: Insurance and Reinsurance Management System (France)

Responsibilities & Achievements

- Designed and implemented **CI/CD pipelines** (GitLab CI, Jenkins) with automated testing
- Automated QA processes including **monitoring and ticket creation** via Jira API
- Built pipelines for **test data anonymization**
- Optimized automated test suites to support **up to 16 product versions**
- Reorganized test strategies across development teams
- Developed **Selenium-based E2E automated tests**

Technologies: Java, Selenium, Python, Jenkins, GitLab CI/CD, Jira API, Linux, DevOps

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Diffusion Solutions Intégrées – Granby, QC

Programmer Analyst *2014 – 2018*

Product: Production and Delivery Management System (Web & Mobile)

- Developed and customized software solutions for enterprise clients
- Adapted applications for provincial and national logistics networks
- Participated in **customer needs analysis**
- Performed **manual QA testing and deployments**

Technologies: Java, Groovy, Linux, IntelliJ, Jira, Agile

BRS Technologies – Longueuil, QC

Senior Programmer Analyst *1997 – 2013*

Products: Accounting, Inventory, Billing, and Point-of-Sale Systems

- Senior developer responsible for POS customization for a major retail client (Couche-Tard)
- Performed **functional and technical analysis**
- Estimated project costs and delivery timelines
- Produced R&D documentation for government funding
- Provided internal and client technical support

Technologies: COBOL, Unix, DOS, ISAM, ODBC

Certifications & Continuous Learning

2025 – **Heure IA** *Artificial Intelligence Fundamentals* Ethics · Responsibility · Prompt Engineering

2025 – **Udemy** *AI for QA Automation* LLMs · AI Agents · Test Optimization · Proactive Bug Detection · Risk Prediction · Monitoring

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

Education

- **AEC – Mobile Application Development** – Collège Ahuntsic
- **AEC – Programmer Analyst** – Institut Herzing
- **High School Diploma (DES)** – Collège Saint-Jean-Vianney

Languages

- French (Fluent)
- English (Professional working proficiency)

Professional Interests

- Artificial Intelligence applied to Quality Assurance
- Intelligent Automation & QA Ops
- Continuous Improvement of Quality Processes

Personal Interests

- Artificial Intelligence

- Pets: dogs, cats, and most recently three chickens

- Ice hockey, goaltender

- Music and cinema