Eric Leblanc

QA Analyst | QA Ops | Test Automation | Analyst Developer | CICD | AI

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Professional Profile

Quality Assurance Analyst with a solid background in software development, having evolved from Programmer-Analyst to advanced QA roles with a focus on automation.

Recognized for my ability to:

- Structure and improve software quality reliability in complex environments
- Bridge the gap between Development, QA, and Operations
- Contribute to modernizing QA practices (automation, pipelines, observability)

Currently committed to upskilling in AI-driven QA, with a GitHub portfolio showcasing practical use cases. GitHub – AI & QA Portfolio: https://github.com/ericclub/portfolio-SQAAILab.git

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Core Expertise

- **Advanced Quality Assurance**: test strategy, test pyramid, acceptance criteria
- **Test Automation**: UI, integration, end-to-end (E2E)
- **QA Ops / DevOps**: CICD, 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

- **Programming & Scripting**: Bash, Batch, CSS, Groovy, HTML, JiraApiRest, Java, Javascript, Python
- **Test Automation & QA**: AssertJ, Cucumber, Gherkin, Jest, Selenium
- **CI/CD & Operations**: Ansible, AWX, Bitbucket, Git, GitLab, GitLab CICD, Jenkins, Jenkinsfile, TestRail

Collaboration & ALM Tools
Confluence, Jira, Microsoft Teams, TestRail

Platforms & Environment
AI, DOS, Eclipse, IntelliJ, Linux, VSCode, Windows

Methodologies
Agile, Scrum, Kanban, DevOps, QA Ops

Professional Experience

IBS Software – Montreal, QC

Senior QA Analyst | QA Developer IV *02/2021 – 10/2025*

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: Bash, Batch, CSS, HTML, Java, Javascript, AssertJ, Cucumber, Jest, Selenium, Git, GitLab, Jenkins, DOS, IntelliJ, Linux, VSCode, Windows, Confluence, Jira, Microsoft Teams, TestRail

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

QA DevOps Engineer | Automated Test Developer *01/2018 – 02/2021*

Product: Insurance and Reinsurance Management System

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 REST
- 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: Bash, Batch, JiraApiRest, Java, Python, Gherkin, Selenium, Ansible, AWX, Bitbucket, Git, GitLab, GitLabCICD, Jenkins, Jenkinsfile, DOS, IntelliJ, Linux, Windows, Confluence, Jira, Microsoft Teams

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Progression – Granby/Trois-Rivières, QC

Programmer Analyst *10/2014 – 01/2018*

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: Bash, Batch, Groovy, Java, Git, DOS, Eclipse, Linux, Windows, Jira

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BRS Technologies – Longueuil, QC

Senior Programmer Analyst *10/1997 – 09/2013*

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: ACU COBOL on PC, Unix, DOS, Windows, ISAM, ODBC

LCM Informatique – Laval, QC

Programmer Analyst *07/1991 – 10/1997*

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

- Developer responsible for POS customization
- Estimated project costs and delivery timelines
- Provided internal and client technical support

Technologies: ACU COBOL on PC, Xenix/Unix, DOS, Windows, ISAM, ODBC

Certifications & Continuous Learning

11/2025 – Heure IA
Artificial Intelligence Fundamentals
Ethics · Responsibility · Prompt Engineering

11/2025 – Udemy
AI for QA Automation
LLMs · AI Agents · Test Optimization · Proactive Bug Detection · Risk Prediction · Monitoring

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Education

09/2013 - 10/2014* - Collège Ahuntsic *AEC – Mobile Application Development*

01/1990 - 07/1991* - Institut Herzing *AEC – Programmer Analyst*

09/1986 - 06/1987 - Collège Saint-Jean-Vianney *High School Diploma (DES)*

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

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