FRANCISCO D’ARCY

QA ENGINEER

404-863-8832 | [franciscodarcy@gmail.com](mailto:franciscodarcy@gmail.com) | U.S. Citizen | Atlanta, GA | [*Linkedin.com/in/franciscodarcy*](http://www.linkedin.com/in/franciscodarcy)

CAREER OBJECTIVE

With over 10 years of experience in fintech and SaaS, and 15+ years in customer-focused roles, I bring strong analytical, problem-solving, and collaboration skills to Software Quality Assurance. Having recently transitioned to QA, I’m committed to delivering high-quality products through testing, process improvement, and effective communication. My goal is to eventually leverage my technical expertise and business insight to grow into a Product Management role, bridging the gap between development teams and business needs, while contributing to the creation of user-centric, innovative products in a dynamic, growth-driven environment.

SKILLS

Contract Negotiations

Google Workspace

High Impact Presentations

Microsoft Suite

Manual Testing

Presentation & Communication

Product Knowledge & Market Insight

Salesforce CRM

Talent Leadership & Training

Zoom Meetings and Phone Suite

Cloud Management Software

Salesloft

Agile

Micros & Aloha POS – Property Expert

Mac & Windows OS

SQL: PostgreSQL, Oracle Database

Jira Cloud

Postman

PROFESSIONAL EXPERIENCE

**SOFTWARE QUALITY ASSURANCE ENGINEER**October 2024 to Present  
*IOU Financial | Kennesaw, GA*

Member of the Engineering Team, responsible for proper functionality of a proprietary fintech platform with different user roles.

* Lead and execute a wide range of testing activities across a fintech proprietary platform, which includes multiple components: a broker portal for submitting and tracking applications, a lender platform for processors, underwriters, collections, and sales teams to manage loans, and a reporting and data analysis platform.
* Utilize manual techniques to conduct functional, performance, UAT, unit tests, regression tests, usability, integration, and UI testing to ensure high-quality, secure, and reliable software for end-users in a highly regulated financial environment.
* Collaborate closely with developers, Business Analysts, and Product Managers to ensure alignment between business goals and technical execution, ensuring software meets both functional and regulatory requirements.
* Create test plans and test conditions to ensure the appropriate testing strategy is followed for each case.
* Utilize Jira to manage and track test cases I have written and executed, defects, and sprints within the Agile development process, ensuring clear communication and timely delivery of features and fixes.
* Work extensively with Ruby codebase and SQL databases, validating data integrity, performance, and cross-platform integration for different user roles (brokers, lenders, processors, underwriters, etc.).
* Ensure the seamless integration of different platforms within the ecosystem, enabling smooth user experiences across all system components.
* Responsible for final product quality checks before release process.

**ACCOUNT EXECUTIVE** *(Position affected by company reduction in force)*July 2024 to September 2024 *Otelier | Atlanta, GA*

Member of High Velocity Team, responsible for $750,000 quota in the Hospitality vertical. Business Intelligence and RevOps SaaS.

* Convert leads into net new logos owning the full life-cycle sales process: prospecting, cold calling, discovery, demo, presenting, negotiating and closing.
* Gained knowledge on SaaS sales techniques, methodologies and tools like Salesloft, Sales Navigator and sharpened my Salesforce knowledge even more.
* Build a pipeline of high-quality opportunities to deliver against sales metrics ensuring KPIs were met.

**BUSINESS GROWTH ADVISOR**  November 2021 to June 2024

Account Executive November 2020 to November 2021

*IOU Financial | ZING FUNDING | Kennesaw, GA*  
Experienced Account Executive with a track record of driving business growth and optimizing strategies to meet market demands.

* Engaged with owners and C-suite executives; spanning nationwide SMB and Mid-Market clients, to conduct needs assessments and identify opportunities for product enhancement or development in the B2B Fintech lending arena.
* Managed an active pipeline consisting of a mix of industries, connecting with over 350 stakeholders weekly.
* Actively hunted and generated leads through in depth research & prospecting, BANT framework qualifying, cold calling and referrals resulting in consistent sales growth of 8.4% above quota month over month.
* Became a product expert within 6 months, providing an understanding and articulating of the features and benefits of financial products, specializing in Lines of Credit and Term Loans resulting in 27% net new logos.
* Full life-cycle sales process, from lead generation to onboarding, achieving an average monthly sales volume of $783K with an ACV of $85,800 by leveraging data-driven insights to prioritize leads and optimize conversion rates.
* Attained a commitment conversion rate of 11.4% during first interactions with prospective clients, highlighting strong negotiation and persuasion skills.

**ASSISTANT DIRECTOR OF FOOD AND BEVERAGE** (Position affected by COVID-19) January 2017 to March 2020

Director of Food and Beverage – Task Force (Hudson Hotel, Manhattan, NY) December 2016 to May 2017

Senior Food & Beverage Manager November 2015 to January 2017

Food & Beverage Manager October 2014 to November 2015

*SHORE CLUB HOTEL | Morgans Hotel Group | Miami Beach, FL*  
Utilized data-driven insights to strategically lead the F&B department of a 309-key hotel with 6 outlets, managing a $17.5m budget and overseeing a team of 80+ employees. Conducted comprehensive market and operations analysis to drive performance improvements.

* Achieved a 17% increase in profit over budget, reduced overall beverage costs by 4.7%, and enhanced food profits by 6.4% in the first year as Assistant Director through rigorous sales, inventory, and cost data analysis.
* Provided visionary leadership and guidance to F&B leaders on key performance indicators (KPIs), fostering a positive work environment and achieving a 92% employee satisfaction score, driving an 11% increase in employee sales over budget.
* Evaluated budget strategy, and devised action plans with line managers, resulting in an 11.3% YoY profit growth over budget from 2018 to 2020.
* Achieved consistent year-over-year expense reductions of 9.7% by cultivating strategic partnerships with premier brand vendors and clients, demonstrating adept negotiation skills and cost management expertise.

EDUCATION

Bachelor of Business Administration, Management, Kennesaw State University 2002-2006, 2022

* Extensive professional training in Business Development and Strategic & Venture Management
  + Guest Lecturer (2010, 2011, 2012) at KSU Alumni Events in the topics of Venture Analysis, and Entrepreneurship & Creativity
* Complete SQL Bootcamp, Udemy February 2024
* Jira for Users, Managers and Admis, Udemy January 2025
* Hotel & Restaurant Management Major, Georgia Southern University 2000-2002
  + Hispanic Student Association President in 2001 and Public Relations Officer in 2000

LANGUAGE SKILLS  
  
English – Native Fluency | Spanish – Native Fluency | Italian – Beginner

ACCOLADES

Leader of the Quarter – Fall 2015, Spring 2016, Spring 2017, Winter 2018, Fall 2019 – Shore Club  
Presidents’ Club Runner Up – Fall 2022, Summer 2023 – IOU Financial