Glenn R. Gutierrez

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SENIOR SOFTWARE TEST ENGINEER
TEST DEVELOPMENT ~ CUSTOMER EXPERIENCE TESTING ~ PRODUCT IMPROVEMENT

End-to-End QA Testing

Customer Experience QA Analysis

Systems Integration Testing

Maintenance Testing

Technical Support Specialist

Software Programming

Software Development

Software Testing Design

Systems Implementation

Strategic, analytical, and results-driven Senior Software Quality Assurance Test Engineer with extensive experience in test planning, regression testing, scrum, agile testing, and agile methodologies.

Adept at testing in both agile and UNIX environments as well as a firm understanding of software test techniques, best practices, processes, and software development lifecycle.

Ability to plan, implement, and manage testing projects, while delivering on key objectives and organizational testing goals.

Excellent communication, interpersonal, and team collaboration skills with the ability to excel in complex business and technical environments.

EXPERIENCE

TEALIUM ● San Diego, CA   2015 to 2020
SENIOR QA ENGINEER
- Performed test execution that exercised database impacts (grey box testing), regression testing, negative testing, usability test cases (black box testing), and component testing against web services and APIs (white box testing).
- Developed and documented in-depth, comprehensive test cases to exercise all functionality available in Tealium's Customer Data Hub suite of products and websites.
- Managed and coordinated the testing effort for regular software releases across QA, stage, and production environments.
- Provided quality analysis and suggestions for product improvements while testing individual product functions and/or UI enhancements, as well as bug fixes.
- Monitored various back-end component servers for errors.
- Certified change requests and bug fixes for general availability by testing website functionality and data accuracy.
- Provided continual system and customer impact analysis, as well as web, app, and DBS server root cause analysis for reported customer issues and/ or testing issues.
- Proposed, developed, and deployed internal process and technology improvements.
- Worked with pertinent development teams when assisting with isolation of new problems.

Key Areas of Leadership:
- Quality lead for Tealium's continued Consent Management effort to ensure compliance with California Consumer Privacy Act in 2019.
- Quality lead for Tealium's Global Consent Management effort to ensure compliance with EUs General Data Protection Regulation in 2018.
- Quality lead for Tealium's third party integrations testing in 2017.

INTUIT ● San Diego, CA   2008 to 2015
SOFTWARE ENGINEER IN QUALITY II (2011 TO 2015)
- Performed code reviews and provided quality analysis and suggestions for product improvements.
- Certified new releases for general availability by testing website functionality and data accuracy.
- Provided continual system and customer impact analysis as well as web, app, and DBS server root cause analysis for reported customer/testing issues.
- Determined internal process improvements and developed and implemented strategic action plans.
- Collaborated with development teams to isolate problems as they arose.

QA ANALYST, CUSTOMER EXPERIENCE QUALITY ASSURANCE ANALYST (2008 TO 2011)
- Tested Intuit's TurboTax product (Online, Windows, Mac) and Intuit's ItsDeductibleOnline (IDO) website.
- Certified new releases for general availability by testing website functionality and data accuracy.
- Coordinated annual fair market value data updates for IDO as well as for TT integration.
- Maintained continual system and customer impact analysis and determined root causes for customer and/ or testing issues.

TERADATA R&D (FORMERLY NCR CORP.) • San Diego, CA   2003 to 2008
SOFTWARE ENGINEER III, SUSTAINING SYSTEM INTEGRATION TEST ENGINEER (2005 TO 2008)
- Tested Teradata RDBMS features in a simulated customer environment.
- Certified releases for general availability by executing test suites that tested both hardware and software in parallel.
- Coordinated customer engagements by obtaining/integrating data samples and queries into existing test suites.
- Performed Closed Loop Corrective Action analysis of test escapes.
- Proposed, developed, and deployed internal process and technology improvements.
- Provided critical customer support by working after hours to enable 7x24 testing, acted as team lead, and provided training and consultation to junior team members.

SOFTWARE ENGINEER III, CLIENT DRIVER TESTING SPECIALIST (2003 TO 2005)
- Tested Teradata RDBMS features via TeraJDBC driver interface.
- Designed, executed, and documented JDBC driver tests while focusing on the customer view of the product set.
- Provided coverage analysis of existing test suites to assist with design and implementation of test enhancements.
- Researched, purchased, maintained, and administered lab systems based on release level requirements.

Additional experience includes:

NCR DATA WAREHOUSING REMOTE SERVICE CENTER • San Diego, CA
TECHNICAL SUPPORT ENGINEER IV, PARALLEL DATABASE EXTENSIONS (PDE) SPECIALIST

RADISSON HOSPITALITY WORLDWIDE • San Diego, CA
SENIOR PROGRAMMER ANALYST

EDUCATION

Bachelors of Science Degree in Computer Information Science, Coleman University, San Diego, CA

Bachelors of Arts Degree in Political Science, University of California San Diego, La Jolla, CA

TECHNICAL PROFICIENCIES

Frameworks:
TestNG • Junit • Cypress • Mocha

Tools:
Github • Jenkins • Maven • MongoDb • Eclipse • IntelliJ • PostMan • Insomnia

AWS:
Console • Cloudwatch • Codebuilder

Miscellaneous:
JSON • XML • RESTful Web Services • Chrome DevTools • Java • JavaScript V UNIX shell scripting • SQL