Guillermo Cano

Quality Engineering Manager

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QA Engineering Manager with strong experience leading quality teams, setting KPIs, and driving quality strategies. Focused on automation, audit compliance (ISO9001, FedRamp), and cross-team collaboration. Led efforts to increase regression coverage, improve bug management, and optimize processes, saving $40K annually by consolidating tools. Experienced in managing teams, promoting innovation, and ensuring smooth delivery of high-priority projects with fewer customer issues. Well-versed in Agile processes, front-end and back-end testing (manual and automated), and accessibility improvements.

WORK HISTORY

Quality Engineering Manager - Celonis (2022 - Present)

- **Leading** a team of QEs, setting KPIs and defining quality strategies focused on continuous improvement, automation, and collaboration. Fostering a positive work environment that encourages mentorship, teamwork, and innovation.

- Overseeing **automation** efforts, significantly **increasing regression coverage** across multiple key projects, with strategies aligned with team goals and business objectives. Achieving >90% coverage in all areas from 0-10% in less than 2 years.

- Helping deliver high-priority projects with consistent quality and **smooth production releases**, ensuring no major issues during deployment and successful product launches. Reducing customer issues by 80%.

- Responsible for quality in **audits**, contributing to ISO9001 and FedRamp compliance by establishing QA processes, updating documentation, and supporting audit readiness.

- Introducing a structured bug management process and creating a comprehensive **metrics** and reporting system, enhancing transparency and data-driven decision-making for stakeholders.

- Leading the initiative to replace an external **test management tool** with an in-house Jira-based solution, saving the company $40K annually while improving process efficiency and tool integration.

- Implemented **accessibility** testing as part of the QA process, ensuring compliance with WCAG standards

Quality Engineering Manager - Unit4 (2020 - 2022)

- Managing 2 quality teams, one of quality advisors that works within the teams to coach them on quality criteria and another one focusing on automation in quality.

- I was responsible for the quality of the product deliverables on my domain, making sure software is delivered with quality in a timely manner.

- I was part of the test strategy discussion for the company, and I also worked closely with Product Management (PM) and other Engineers managers on the software cycle strategy and ways to collaborate. I was responsible for the career development, training, daily follow up, objectives and management coaching and stimulating them to be their best selves and make them successful in their daily work making sure they received their personal reviews to develop themselves further.

Quality Engineer (Junior->Senior->Principal) - Unit4 (2015 - 2020)

- Working on quality in software development for a cloud ERP coordinating all quality aspect for 10 scrum teams. Responsible for the quality in the domain.

- Defining quality processes for the product and for the teams, including automation and manual testing plans during all development phases.

- Review of quality work for the teams, test plans for manual and automation, supervision of testing task, bugs...

- Work among the product owners with scrum artifacts such sprint backlog and product backlog, being a scrum facilitator and coach.

- Web application and mobile app software tester, providing feedback, bug reporting and quality communication across organization.

- Design, create, maintain, review and run test plans. (manual and automated)

- Knowledge in nonfunctional requirements such accessibility, load, performance, usability, security testing…

Quality Engineer - Softevolution (2013 - 2015)

- Testing small web applications and browser extensions.

- Load, performance, security, and usability testing. Bug reporting.

SKILLS

- People & Project management
- Communication
- Organization
- Quality practices

- Multitasking
- Leadership
- Audits
- Quality Processes
- Accessibility

- Manual testing
- API testing
- Selenium
- C# / Typescript

EDUCATION

Technical electronic engineering • UMA (Spain)

Automation engineer • Hogskolan Skövde (Sweden)

Internship • Incheon national University (South Korea)

Certifications

ISTQB - ISTQB Agile - ISTQB advanced Test Manager - Scrum master certified