

Jaime Huerta

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QA Engineer | IT Infrastructure Professional

Selenium WebDriver | Python | Pytest | SQL | Postman | JSON | XML/XSD | Android Emulator | Windows Domain Services | Active Directory | DNS | DHCP | IIS | VMware vSphere | Linux CLI | ServiceNow | JIRA | GitHub

Professional Summary

IT Professional with 15+ years of experience in U.S.-based corporate contact centers, for technology vendors, and insurance companies. Adaptable to new technologies and multicultural teams. Strong background in managing physical and virtual server environments, backend systems, multi-user web applications, and IIS/Apache services. Focused on SLA-driven support, root-cause analysis, and timely resolution of production issues. Experienced in QA methodologies, manual and automated testing, API testing, UX/UI validation, and structured troubleshooting to ensure high-quality user experience.

Technical Skills

QA & Testing: Manual testing, Regression, Smoke testing, Selenium WebDriver, Python Pytest, Test Case Design, API testing (Postman), JSON, XML/XSD

Tools: JIRA, GitHub, PyCharm, Android Studio Emulator, Figma

Backend & Infra: Windows Server, Active Directory, DNS, DHCP, IIS, Linux Apache, VMware vSphere

Databases: SQL Queries, Endpoint Validation, Data Analysis

Other: ServiceNow, SSH, Linux CLI, Documentation, Flow Diagrams, Mental Map diagrams.

QA Technical Projects (TripleTen, 2025)

Urban Routes – Web Application Testing

- Designed manual, smoke and Regression test cases for “cab-ride” request module.
- Performed Equivalence Partitioning based on application requirements.
- Created flow diagrams for “Average Speed of Cab” module to validate pricing and ride duration.
- Built UX/UI mind maps for “Add New Driver License” feature.
- Designed checklists for cab reservation, payment methods, and adding new credit card.
- Conducted multi-platform, multi-browser responsive testing using Figma.
- Tested JSON request bodies in Postman.
- Logged defects using JIRA.

Urban Grocers – Web & Mobile API Testing

- Executed SQL POST/GET/UPDATE/DELETE requests using Postman.
- Created positive and negative test cases for grocery kit creation, delivery availability, and delivery cost APIs.
- Validated JSON request bodies, SQL endpoints, and built test checklists for pickup addresses, meal selection, order details, order confirmation, and delivery notifications.
- Testing on Android Emulator and physical mobile devices.
- Error logging in JIRA.
- Retrieved error logs from remote servers via SSH/Linux CLI and organized diagnostic directories.

Urban Routes – SQL Testing

- Created SQL queries to retrieve total cabs per company, rides based on weather, and ride volume for specific time ranges.

Urban Routes – Automated Testing

- Built POM-structured automated tests and shared code via GitHub.
- Applied CSS/XPath locator best practices using Selenium.
- Developed automated tasks for ride setup, confirmation, user phone validation, credit card entry, and ride status using PyCharm, Pytest, and Selenium WebDriver.

Urban Scooter – Web, Mobile, and API Testing

- Created UX/UI mind maps for “New Scooter Request” and “Scooter Reservation.”
- Designed responsive test cases for multi-stage features such as request status and cancellation.
- Validated data entry between web forms and mobile app interactions.
- Designed backend SQL endpoint test checklists for courier creation, new order creation, and courier login validation.

Confie Holding Co. —Information Technology Infrastructure Engineer

Tijuana, Mexico | Apr 2011 – Oct 2023

Insurance Services & BPO Contact Center

- Provisioned, configured, and maintained physical and virtual servers across Windows and Linux environments.
- Managed enterprise services including IIS, Apache, Active Directory, DNS, DHCP, DFS, and print services.
- Led preventive and corrective maintenance for mission-critical systems to ensure high availability and SLA compliance.
- Planned and executed the deployment of a new satellite office for 300+ users, from server room design to production rollout.
- Supervised a local infrastructure team of 3 engineers and coordinated operations with a remote team in Manila, Philippines.
- Managed ticket workflows and incident resolution to ensure continuous operations.

Achievements:

- Delivered stable, scalable infrastructure with minimal downtime.
- Successfully launched a 300+ user office on schedule.
- Improved operational reliability through proactive maintenance and structured incident management.
- Strengthened cross-site collaboration and consistent service delivery.

Education

QA Engineering Certificate – TripleTen

Jan 2025 – Nov 2025

Bachelor's Degree in Systems Engineering – Technical Institute of Tijuana

Jun 2004 – Oct 2010