

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