



JENNIFER LOZANO

QA LEAD | QA ANALYST

CONTACT

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EDUCATION

Bachelor's Degree

Santa María University
Systems Engineer
2005–2010

CERTIFICATIONS

- Scrum Fundamentals Certified
- Six Sigma Yellow Belt

SKILLS

- Jira, Sentry
- Agile Methodologies: Scrum, Kanban
- Languages: JavaScript, TypeScript, SQL, Python
- Automation Tools: Appium, Cypress, WebdriverIO, Selenium, Postman, JMeter
- CI/CD Tools: Jenkins

PROFESSIONAL OVERVIEW

Systems Engineer with over 7 years of experience as a Functional Manual Tester and Analyst. Proven expertise in test estimation, planning, case design, incident tracking, team leadership, and requirements analysis. Skilled in delivering high-quality results within fast-paced environments.

WORK EXPERIENCE

QA Lead / QA Analyst | **Vector Casa de Bolsa (CITI Value in Real Time)** | Nov 2022 – Jul 2025

- Led the QA department, defining testing strategies, managing the team, and overseeing deliverables from cross-functional groups.
- Designed, created, and executed manual and automated test cases for web applications, mobile apps (Android/iOS), APIs, and internal systems.
- Performed functional, regression, integration, acceptance (UAT), exploratory, and UI testing.
- Validated web applications, landing pages, and AI-powered chatbots across web, mobile, and call center platforms, ensuring visual, functional, and performance quality.
- Integrated automated test pipelines using Jenkins for continuous testing and deployment.
- Verified configuration and integration on platforms such as Flag and HubSpot.
- Logged and tracked bugs and issues using Sentry and Jira.
- Analyzed and reported test results, producing technical documentation to support continuous improvement and troubleshooting.
- Coordinated releases and validations with development and product teams.

Test Engineer | **Chubb Seguros (Ventus Technology)** | Jan 2020 – Aug 2025
(Project-based assignment)

- Designed, managed, and executed manual and automated test cases (web frontend/backend, APIs).
- Conducted unit, integration, regression, acceptance, exploratory, UI, SIT, and UAT testing.
- Validated data in databases using queries, stored procedures, and scripts.
- Analyzed processes and documented functional and technical requirements.
- Identified and tracked defects, risks, and vulnerabilities in applications.
- Prepared and configured test environments; read and interpreted system logs.
- Produced technical and functional documentation, as well as detailed test reports.

Analyst | **Christus Muguerza (Sytecso)** | Oct 2018 – Oct 2019

- Analyzed, gathered, and documented functional, organizational, and operational requirements.
- Modeled and diagrammed processes (UML, data dictionaries, requirements matrices, business rules).
- Executed use cases and tests; validated source and target data.
- Created data load layouts and produced technical, functional, and user documentation.
- Coordinated and delivered end-user training, including logistics and support.
- Configured hardware and software for testing and production environments.
- Proposed continuous improvement solutions for processes and systems.