

LEONARDO SANTOS

leosud099@gmail.com – (801)6885089 – Rexburg, Idaho
[linkedin.com/in/leonardo-santos1](https://www.linkedin.com/in/leonardo-santos1) | github.com/leonoronhas

TOOLS | SKILLS

- C++, Java, HTML, CSS, JavaScript, [Currently learning React, React Native]
- Fluent in Portuguese (written, spoken)
- Git, Service Now, Sales Force, Team Dynamics, Agile methodology, Postman, Swagger, Azure.
- Microsoft suite, Google suite, Test Automation, Test Cases, Manual testing, Test planning, Version Control, Trello.

EDUCATION

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| Brigham Young University – Idaho | Dec 2021 |
| <i>Bachelor of Science in Computer Software Engineer - GPA 3.87</i> | Rexburg, ID |
| <ul style="list-style-type: none">• Project – Java mobile application (In progress) | |
| LDS Business College | Dec 2017 |
| <i>Associate Degree in Server Administration - GPA 3.78</i> | Salt Lake City, UT |
| <ul style="list-style-type: none">• Computer Networking, Information Security, Information Storage, Linux. | |

EXPERIENCE

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| Software Quality Assurance Engineer intern | Jan 2020 – May 2020 |
| <i>The Church of Jesus Christ of Latter Day Saints</i> | Riverton, UT |
| <ul style="list-style-type: none">• Executed API tests using Postman and Swagger.• Worked closely with solution managers, developers, and QA engineers across multiple teams to test integrations between complex systems.• Analyzed system logs using Splunk as part of the debugging process.• Worked in an Agile/SCRUM environment with two-week sprints• Tested builds and procedures with different test cases before each deploy• Documented test cases and tracked testing tasks in Azure DevOps.• Created 5 test automation from scratch in a department where automation was not being implemented while performing manual Browser UI testing when appropriate. | |
| IT Business Support Analyst | Jan 2016 – Nov 2018 |
| <i>American Express</i> | Taylorsville, UT |
| <ul style="list-style-type: none">• Provided support as a liaison between Amex's selling partners, banks, and the IT organization, providing the best solution to meet customer needs, including product development and all phases of product testing.• Provided 2nd level technical support with the back-end setting-up and enabling of multiple Brazilian, America, South Africa, and Indian bank partners.• Managed, activated, and launched 1000+ Bank branches, malls and other selling locations.• Organized the end-to-end automation process of internal and external business partners.• Highest numbers/performance among coworkers in achieving the SLA in projects/tasks.• Ticketing creation and management of cases in a timely and knowledgeable manner. Assisted in identifying and escalating emerging trends and issues to management. | |
| Processing Assistant I | Oct 2014 – Jan 2016 |
| <i>Global Service Center</i> | Salt Lake City, UT |
| <ul style="list-style-type: none">• Dealt with sensitive and confidential data. Analyzed, managed, and organized data. | |

VOLUNTEER SERVICE

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| Volunteer | Oct 2011 – Oct 2013 |
| <i>The Church of Jesus Christ of Latter Day Saints</i> | Porto Alegre South, Brazil |
| <ul style="list-style-type: none">• Collected and analyzed data from multiple volunteer groups in order to identify trends and created plans for future growth and improvements. Provided quarterly trainings to 170-200 fellow volunteers and weekly training meetings to 10-12 volunteers, which increased overall effectiveness and accountability by 17%. | |