

LEONARDO SANTOS

leosud099@gmail.com – (801)6885089

[linkedin.com/in/leonardo-santos1](https://www.linkedin.com/in/leonardo-santos1) | github.com/leonoronhas | leonorohas.github.io

TOOLS | SKILLS

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

EDUCATION

Brigham Young University – Idaho

Dec 2021

Bachelor of Science in Computer Software Engineer - GPA 3.88

Rexburg, ID

- Project – React Native Mobile Application (In progress)

LDS Business College

Dec 2017

Associate Degree in Server Administration - GPA 3.78

Salt Lake City, UT

- Computer Networking, Information Security, Information Storage, Linux.

EXPERIENCE

Software Quality Assurance Engineer intern

Jan 2020 – May 2020

The Church of Jesus Christ of Latter-Day Saints

Riverton, UT

- 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
- Participated 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

American Express

Taylorville, UT

- Supported 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 associates
- Activated, and launched 1000+ Bank branches, malls and other selling locations
- Organized the end-to-end automation process of internal and external business partners decreasing processing time by 16%.
- Ticketed creation and management of cases in a timely and knowledgeable manner. Assisted in identifying and escalating emerging trends and issues to management

VOLUNTEER SERVICE

Volunteer

Oct 2011 – Oct 2013

The Church of Jesus Christ of Latter-Day Saints

Porto Alegre South, Brazil

- 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%