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Top Skills

API Testing
Test Automation Frameworks
NLU

Languages

Portuguese (Limited Working)
English (Full Professional)
Spanish (Native or Bilingual)

Certifications

ISTQB Certified Tester Foundation
Level
SAP Sales and Distribution
Scrum Master

Honors-Awards

Quarter 1 2012 - STAR Award
QA Engineer of the month [Oct 2012]
MVPA (most valuable performer
award)
SIGNIFICANT ABOVE Performance

Pedro Guillen

Software Quality Engineer Manager @ Accenture | Expert in QA
Automation & AI QE
Minneapolis, Minnesota, United States

Summary

As a Test Automation Arch - Manager at Accenture, I have more than 10 years of experience in the IT industry, with eight years of specialization in automation testing for web, mobile, and cloud applications. I have obtained the ISTQB Certified Tester Foundation Level and the Scrum Master certifications, which demonstrate my proficiency and expertise in software testing and agile methodologies.

My core competencies include creating and implementing automation frameworks, strategies, and plans for various projects and clients, using tools such as Java, Selenium, Appium, SoapUI, UFT, and Worksoft Certify. I also have strong knowledge and experience in QA testing, SDLC, SQA, API, GUI, SQL, Cassandra, and Unix. I am a team player who can prioritize, communicate, problem-solve, and collaborate effectively with cross-cultural and distributed teams. My mission is to deliver high-quality, efficient, and innovative automation solutions that meet the needs and expectations of the clients and the organization.

Experience

Accenture

8 years 5 months

Quality Engineering Manager – Conversational AI - NLP and NLU
October 2023 - Present (2 years 1 month)
Minneapolis, Minnesota, United States

Strategic Landscape Assessment: Evaluated application and IT ecosystems to identify opportunities for QA optimization.

Test Automation Roadmap: Defined and executed comprehensive automation strategies, ensuring alignment with client goals.

Automation Implementation: Conceptualized, designed, and implemented automation assets, quantifying savings and operational benefits.

Efficiency Gains: Established a high-productivity QA delivery system through innovative automation practices and expert execution.

Conversational AI QA Oversight: Led end-to-end QA for CCAI projects, including chatbot, IVR, and omnichannel solutions.

Performance and Regression Testing: Delivered robust regression and performance testing strategies, ensuring flawless system integration and functionality.

Collaboration and Leadership: Directed multi-geography QA teams to drive successful, complex project implementations.

Tech-Driven Solutions: Leveraged tools like Selenium and JMeter to automate testing processes and improve accuracy across AI-driven solutions.

Data-Driven Insights: Provided actionable analytics and reporting for improved customer experience strategies.

Agile Leadership: Operated within Agile frameworks, contributing to sprint planning, backlog grooming, and delivering continuous improvement.

Test Automation Arch. - Manager

December 2021 - Present (3 years 11 months)

Greater Minneapolis-St. Paul Area

Test Automation Arch Associate Manager

December 2018 - December 2021 (3 years 1 month)

Greater Minneapolis-St. Paul Area

- Assess the Application & IT landscape
- Identify test automation & optimization opportunities
- Define Automation plan and road map for the Client
- Create Automation solutions & Quantify Automation savings & benefits to Client
- Design Automation Assets
- Lead complex implementation at scope.
- Expert in conceptualizing and implementing automation.
- Practice and demonstrate automation approaches in order to establish highly productive delivery system

Lead Software QA Test Automation Engineer

June 2017 - December 2018 (1 year 7 months)

Greater Minneapolis-St. Paul Area

- Working in extreme Agile/Scrum environment (Full Stack)- Agile Team Organization: Squads
- Participate in sprint planning, grooming, task prioritization, build user stories, and backup Scrum Master.

- Creating test documentation including test plan, test cases, setup process for QA environment, bug report, construction and testing procedures with the use of VersionOne in Agile/Scrum environment.
- Creating test automation strategy & test plan for the Web services APIs SOAP/REST-based on DDT approach.
- Analyze/Approve test scenarios for smoke and regression suites against the API Layer and the Front-End application.
- Implement Version Control for test automation on API and UI Testing (Bitbucket, SourceTree).
- Creation and Review of test scripts created by the members of the team using Ready API tool.
- Creating test automation & test plan for the front-end automation testing.
- Writing/Editing/Reviewing test automation scripts using Selenium with DDT approach (Java).
- Writing/Editing/Reviewing test automation BDD feature files created using Cucumber/Gherkins.
- Established QA Automation metrics and tracking using Extend Reports libraries on Selenium based framework.
- Analysis of Open shift logs, API logs in real time for triaging issues - OpenShift / Kibana application.
- Testing manually delivered push notifications and API calls by utilizing Postman.
- Performing build acceptance reports test for every new build and deployment into the different phases/ environments. (APT-IPT)
- Performing regression testing on fixed bugs/defects for each release cycle.
- Design-Creation and Implementation of Framework for Angular applications with the use of Protractor libraries for Continuous Testing at the Test Integration Phase - UI Automated Tests (Jenkins).
- Analysis of Splunk logs, UI and backend logs in real time for triaging issues.
- Effectively involved in Defects logging, tracking and managing Defect Life Cycles using VersionOne and JIRA.

Accenture

Senior Software QA Engineer

December 2014 - March 2017 (2 years 4 months)

Austin y alrededores, Texas, Estados Unidos

- Create test automation designs and road maps for QA Processes.
- Implement Automation Framework based on Selenium Webdriver librerías with the integration of CI/CD tools such as Jenkins

- Introduce a TDD Framework based on a TESTNG Framework for UI Automation Testing
- Establish an automation test suite for Mobile testing against different devices with Appium and SouceLabs
- Implementation of a version control system for the automated test cases with SVN Tool
- Test and support innovative tools and applications on a wide range of platforms including iOS, Android and others.
- Engineer customer-focused creating test strategies and plans encompassing a suite of automated reliable test cases, determining where to use automated testing approaches.
- Create test automation designs and road maps for QA Processes.
- Working directly with business analysts, software engineers and product owners to understand customer needs, in order to implement and test high value features.
- Enhance and create existing application testing infrastructure doing research and develop skills in new technologies.
- Track defects to closure and keep defect repository up-to-date. (Rally)
- Lead, mentor and help up-skill junior members of the automation team.

Softtek

Test Automation Lead

January 2014 - December 2014 (1 year)

Guadalajara Area, Mexico

Some of the responsibilities that Pedro had in this project consisted on being Responsible for the automation testing and regression testing of GSCS SAP applications. He delivered what it was committed to according to the forecast, bring the team together and earn the trust of the partners for successful delivery. He Worked with a global and internal team to review requirements, create test cases, develop test scripts and execute automated test cases. Responsible for managing the work intake for the automation team, plan test activities, create regular status communications and provide adequate risk mitigation for the strategies as needed. Collaboration with the business partners in Supply Chain and Materials Management, as well as external vendors; requiring attentiveness to multiple projects simultaneously. Maintain transparency in the process, keep client updated on development progress and issues faced by team, along with managing client expectations with offshore (China) automation team. Coordination with development managers / project managers to identify appropriate tests to fit into the

scope of GSCS regression testing suite, required for each project, managing automation testing activities for each project.

Hexaware Technologies

2 years 10 months

Automation Test Engineer

November 2012 - November 2013 (1 year 1 month)

Automation Framework developed for an agile and factory test methodology in order to adapt the framework to use with out scripting knowledge. Creation of the automated test suite for all the applications with an infrastructure/ middleware upgrades (databases, webmethods, unix). Creation of a knowledge base for each remediated application, which can be used as baseline for future upgrades/ enhancements. Lead the automation suite creation and maintenance of the automation framework in order to deliver the suites on time to the bussines area with a good performance for a future regression testing.

Test Engineer

July 2012 - October 2012 (4 months)

Development of test processes and procedures, Working with design engineers or product development teams, test technical products and report problems or failures in an attempt to improve or perfect the products. Apply a good experience in Automation (90% in automation testing with QTP) VB Scripting, Frame works development (Unix, Database, Windows) with descriptive programming methodology.

Associate Software Engineer

February 2011 - June 2012 (1 year 5 months)

Creation and Modification of client's documentation, depending on the project involved, in order to work with the framework used. Adjust CBASE (Component-Based Automation Script Efficiencies) libraries and scripts based on VB Script language, in order to get automated tests with their reports. Analyze test cases and repair the scripts of the ones that failed, for those projects which needs this kind of support. Regression Software testing to verify the quality assurance as much as in systems and data flow over SAP GUI v 7.0 environment.

John Deere

2 years 11 months

Production Programming Intern- Cylinder Division

October 2010 - January 2011 (4 months)

- * Cylinder programming of different production lines
- * Cylinder's M.Access data base manager
- * Coordination of resources from different areas and drawing up plans to ensure timely delivery of material to Clients
- * Ensure opportune delivery of ended product.

IT Analyst

June 2010 - September 2010 (4 months)

- Scheduling of deployed software patches and updates sent by corporate.
- Use of enterprise software for managing incidents, problems and request (Service Desk).
- Plan for preventative maintenance procedures in printers.
- Creation of standard manuals for preventive support team from the production area.
- Quick Guides to use communications software and services.
- Planning for technological upgrading of computer equipment in the company.
- Planning backup drivers, hard drive and special software production equipment.
- Test all special upgrades in engineering software to discard failures.
- Test all special software used in production equipment, in the notifications made by corporate to be changed at Operative System level.
- Manage network installations by quoting material to be required around shop floor to all new nodes.

Intern

March 2008 - May 2010 (2 years 3 months)

Scheduling of preventive and corrective maintenance of computer equipment floor machines and equipment.

- Generation of user guides corporate software faster.
- Plan for preventative maintenance procedures in plant printers.
- Creation of standard manuals for preventive support equipment in the production area.
- Quick Guides for corporate software installation

Education

University of the Andes

Master of Engineering - MEng, Computer Software Engineering · (2021 - 2022)

Universidad Tecmilenio

Master's degree, Business Administration and Management,
General · (2016 - 2018)

Universidad Autónoma de Coahuila

Engineer's degree, Computer Technology/Computer Systems
Technology · (2005 - 2010)

Southwestern Illinois College

English, Adult High School/Secondary Diploma Program · (2008 - 2008)