

# PABLO FERNANDO RINCÓN DÍAZ

## SOFTWARE QUALITY ANALYST

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### LINKS

LinkedIn

### TECHNICAL SKILLS

Functional Testing

Cross-Browsing Testing

Integration Testing

Regression Testing

Smoke Testing

Front-End Testing

Exploratory Testing

A11Y testing

Kanban/Scrum/Scrumban

JIRA

Leankit

BrowserStack

Chrome Dev Console

Figma

Postman tool

Rundeck

SQL

Oracle SQL developer

### PROFILE

Experienced Quality Assurance professional with over 10 years of hands-on experience in software functional testing, test planning, execution, control, and monitoring.

Proven ability to communicate effectively across teams—whether reporting defects, presenting ideas, or updating stakeholders. Skilled in Agile methodologies, including Scrum, Kanban, and Scrumban.

Proficient across all phases of the Software Development Life Cycle (SDLC), with deep involvement in requirement analysis, design, development, testing, and deployment—particularly in web and mobile applications. Adept at identifying practical solutions through a creative, resourceful, and detail-oriented approach. Committed to high-quality deliverables, ethical practices, and team collaboration.

Known for strong accountability and a proactive mindset throughout QA phases in both manual and Agile environments. Constantly learning and upskilling, with an interest in staying current with new tools and technologies in QA. Proficient in English—advanced in reading, writing, and listening, with intermediate speaking skills.

Looking forward to bringing my QA expertise, agile mindset, and passion for continuous improvement to a team focused on building reliable and scalable software products.

### ACHIEVEMENTS

#### Quality Assurance

- Implementation of functional fields matrix for web applications to standardize the format of different types of fields.
- Encourage the initiative to generate patterns and design standards documents for web development.
- Achieve that meetings of context and clarification of requirements (Grooming) are made when a new backlog for the application is generated.
- To be a focal point in the project regarding matters of business knowledge.

#### Quality Control

- Ensure the quality of an application (iOS) on a mobile version for later release to the customer.
- Detect ambiguities in the given documentation for the development of new features. Thus, the increase of testing time on the schedule for the design and execution of test cases was prevented.
- Improve the estimation of times provided to the quality area for test runs and failure verification from a functionality.

#### Team Collaboration

- Achieve Acceptance Criteria implementation of new functionalities within the sprint for a cleaner development, decreasing the ambiguities in interpretation for the User Story – 3 amigos meeting requirements.
- Enhance the team's maturity in conducting Sprint Ceremonies, including Sprint Planning, Daily Stand-up meetings, Sprint Review, and Sprint Retrospective.
- Ensure that 3 amigos meeting is done for each User Story or Spike.
- Implementation of new initiatives and projects within the team.

Tracking and management of User Stories on JIRA

Reporting, tracking and management defects on JIRA

version control system tool GIT

Confluence Tool

Communication tools like Slack, MS Teams

Use of Operating Systems like Mac OSX y Windows 10

Use of HP's ALM (Application Lifecycle Management) Tool

JMS (Publish/subscriber)

MTM (2012) tool -Microsoft Test Manager-

ssh commands

Storybook

TFS (2012) tool –Team Foundation Server-

Bug reporting and verification in MTM (2012) tool

Execution, monitoring and control of test cases made in Test Link tool

Use of Microsoft SQL Management Studio (2008)

Monitoring, reporting and issue tracking through Bugzilla tool

Monitoring, reporting and issue tracking through Mantis tool

## LANGUAGES

English

- Collaboration with testing specialists to encourage the continued growth of the company's QA position, offering courses related to quality matters.

## Successful Cases

- Sphera site Redesign: <https://www.sphera.com/>
- Orkin site redesign: <https://www.orkin.com> - Maintaining the client for an additional 3 years under the agreed-upon contract.
- Implementation of the Southwest Airlines Integration Layer for Upstream and Downstream systems.
- Thanks to the hard work and continuous improvement in process and application development, we established a great partnership with Apple to implement our application as a native application on iPhone with a corporate plan.
- Development of Field Service mobile app for iOS and Android platform
- Launching information portal "Diario ADN"
- Launching new home page of "El tiempo casa editorial"
- Migrating the Delphi platform to the .NET platform of Primestone (now Trilliant) applications.

## WORK EXPERIENCE

### Senior QA Engineer at EPAM, Bogotá

September 2024 — Present

Functions:

- The project involved the Development of a Bill of Materials Web Application (an internal Client application).
- Craft comprehensive test plans, strategies, and cases to evaluate the Procurement platform's quality and functionality.
- Manually perform test cases, detect defects, and ensure product functionality.
- Log and track defects accurately, working closely with development teams to facilitate resolution.s
- Perform regression testing to confirm that new updates do not adversely affect the existing functionalities.
- Collaborate with development, product management, and other teams to maintain high-quality standards for the platform.
- Identify and apply improvements to testing procedures and tools to enhance quality and efficiency.
- Assess and relay testing outcomes to the development team.
- Stay informed on the latest testing practices to ensure compliance with industry standards.
- Adhere to established testing protocols and guidelines
- Oversee communications regarding test progress and outcomes with relevant parties.

### Sr Quality Control Analyst at HUGE, Bogotá

February 2021 — April 2024

Functions:

- Manage user stories and bugs reported on the JIRA board.
- Manage user stories and bugs reported on the LeanKit board.
- Being accountable for the Quality process within the team.
- Test plan creation.
- Pixelperfect design.
- We used the Figma Tool for the Site's designs.
- Report and manage bugs found and resolved during test execution
- Attend meetings with the client.
- Nearshore team on-site team.
- Execute test cases fulfilling the procedure defined for the client.
- High-level accessibility check for web pages
- Technologies used: Kanban, Scrum, Jira, Figma, Contentful CMS, Wave, Axe, Lighthouse, Contrast Checker, Chrome DevTools console, Storybook, BrowserStack, Accessibility Insights for Web, and Google Sheets extension.

## Quality Control Analyst at Globant, Bogotá

March 2016 — February 2021

### Functions:

- Verify upstream and downstream systems to perform the integration tests.
- Troubleshooting for User Stories and defects with the Nearshore team.
- Perform integration system demos for the client.
- Provide knowledge transfer of the project to any team member who requires it.
- Attend meetings with the client, including the Nearshore team and on-site team.
- Ensure the quality of the integration layer between upstream and downstream systems.
- Triage of defects reported by the external team in the JIRA tool.
- Design functional test cases based on customer requirements.
- Execute test cases fulfilling the procedure defined for the client.
- Manage the User Stories and bugs reported in the JIRA tool
- *Technologies used:* Kanban, Scrum, JIRA, ALM, VIM, SOAP UI, Oracle Database, Confluence, JMS, and Google Sheets.

## Quality Control Analyst at Aranda software, Bogotá

June 2014 — February 2016

### Functions:

- Install the necessary environment for test execution.
- Design functional test cases based on customer requirements for web and mobile applications.
- Execute test cases fulfilling the procedure defined for this activity.
- Report and manage bugs found and resolved during test execution, and in general, all the findings fulfilling procedures established for this activity.
- To provide on-time alerts in case of delays in solving bugs, when too many bugs are reported, and, in general, when structural quality problems are detected.
- To support the estimation of testing activities during the planning stage of the project.
- To assist in the collection and analysis of requirements.
- To assist in the definition of the product.
- To support continuous improvement in the company's quality process, proposing solutions and ideas.
- To support the continuous improvement of product Field Service, proposing new features, improvements, and/or functionality.
- *Technologies used:* Scrum, Jira. Microsoft Test Manager, iOS, Windows OS

## Software Quality Analyst at Quality Vision Technologies, Bogotá

October 2011 — June 2014

### Functions:

- Software Testing for the CERA (Web) tool on the .NET platform.
- Reporting, monitoring, and control of defects in the ClearQuest 7.1 tool (Rational- IBM).
- Review, supplement, and handling test documentation. Set up and maintain records of Assurance & Quality Control activities.
- Knowledge and use of the company's -Qvision- and client's methodology, for the records documentation, incident or bug reports, activity log, and progress report.
- Analysis and quality control of the HSBC business tool for payment of public and private services, transaction authorizations, and general parameterization, Including Front and Back office. All this is taken into consideration the business rules, clarifications, and change controls necessary for the application.
- Verification of actions taken within the enterprise portal, which are recorded through the Log Database, such as request and response frames sent to the host.
- Review for the GUI of the application, through documents, Mockups, and functional matrices, taking into account developments in the design of each section and functionality of the portal.
- Monitoring, reporting, and issue tracking using the Bugzilla tool.
- Knowledge and use of the company's -Qvision- and client's methodology, for the records documentation, incident or bug reports, activity log, and progress report,



## Technologist in assurance and quality control at Primestone, Bogotá

2011

### Functions:

- Assurance and quality control of software protocols, Review and test documentation
- Objectively validate the concordance between requirements and implementation of software products
- To evaluate software quality criteria, regarding finished software products.
- Testing protocols for data management, communication devices, and electronic meters, as well as Telemetry Testing Software, Data Mining, and Data Control (including Alarms, Loss Balances, and Prepaid Accounts), have been developed under the Delphi and .NET platforms to establish and maintain records of assurance and quality control activities.
- *Technologies used:* Waterfall, Testlink, Bugzilla, Windows OS, Microsoft Excel

## Electronic Maintenance Assistant at Vidrio Técnico de Colombia /Blisteco, Bogotá

May 2008 — October 2008

### Functions:

- Scheduled Maintenance (Preventive) according to GMP standards, Corrective maintenance to the machinery and plant laboratory.

## EDUCATION

### Software Engineering. Third semester. at Manuela Beltrán University, Bogotá, Cundinamarca, Bogotá

2015

### Instrumental and Industrial Electronic Maintenance at Servicio Nacional de Aprendizaje, Bogotá, Cundinamarca, Bogotá

2006 — October 2008

### Instrumentation and Process Control, II semester at Servicio Nacional de Aprendizaje, Bogotá, Cundinamarca, Bogotá

2005

### Learning of English - B2 level . at Wise up

2014

## COURSES AND CERTIFICATIONS

### Root cause analysis

2019 — 2020

### Risk Management

2019 — 2020

### Agile testing quadrants

2019 — 2020

### Exploratory Testing

2019 — 2020

### **Test Planning**

2019 — 2020

### **Web Accesibility Testing**

2019 — 2020

### **Quality in Software Development Level I**

October 2009

### **Theoretical Course for ISTQB certification in Foundation Level**

March 2014

### **ETS-TOEIC Certificate**

2012

Speaking and writing - Level B2; Listening and Reading - Level B2

### **iTEP- International Test of English Proficiency**

2010

Level B1; Comprensión de lectura - Level A2; Escucha - Level B2; Gramática — Level A2