

Ricardo Cortés Bonilla

QA Lead / QA Engineer / QA Automation

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Summary

QA Lead and QA Engineer with 6+ years of experience ensuring quality across all stages of the SDLC. Skilled in both manual and automated testing for web, API, and backend systems. Experienced in leading QA activities, improving defect detection, and driving efficient release cycles. Background includes system administration, DevOps, and mainframe development.

Education

2018 - 2022 Engineering in Software Development - UnADM

2010 - 2012 TSU in Networks and Telecommunications - Universidad Tecnológica de León

2007 – 2010 Computer Technician – CECyTEG

Professional Experience

Feb 2022 – **QA Lead / QA Engineer** at Tekzenit, Inc. - Remote

Sept 2025 Led QA efforts across SDLC, ensuring quality and timely delivery of web and mobile applications.

Promoted to lead scrum activities: requirement gathering, backlog refinement, driving ceremonies, coordinate production releases and communications.

Designed and executed test strategies, applying different test strategies; Manual, Regression, Exploratory, Integration & API testing.

Developed and maintained Cypress test automation (Page Object Model for Angular), support integration in Azure CI/CD pipelines.

Test AI-driven automation workflows in n8n, ensuring data integrity, API reliability, and seamless orchestration between LLM agents, external APIs, and Supabase integrations.

Jan 2019 - **QA Engineer** at Oportun - Remote

Feb 2022 Functional Test Engineer in charge of analyze business requirements, design effective test plans for web and mobile applications. Applied different testing techniques such as exploratory, functional, regression, API, integration and execute automation suites. Tools I've used for this role: JIRA, SQL, MongoDB, AWS S3, Jenkins, Postman, JMeter, Selenium web driver, Pytest, Saucelabs.

Oct 2015 - **IT Support Engineer** at Oportun – Leon, Gto. MX

Dec 2018 Provide End User Services on the L1 & L2 IT Support tier in a Contact Center. Monitoring and patching servers to maintain production stability and security, AD management. Incidents escalations. Maintenance and Safeguard of network physical integrity.

- May 2015 - **IT Engineer** at Honda Lock of America - Leon Gto. MX
- Aug 2015 Kept well configured, connected and up to date all endpoints connected to the ERP system, general end user services to all company's users, MySQL DB management, scripting using BASIC for labeling equipment.
- Feb 2015 - **Mainframe Developer** at Tata Consultancy Services – Queretaro MX
- April 2015 In charge of Monitoring jobs execution using Control-M and SDSF for logs, reviewed technical documentation, analysis of requirements and proposed system changes to enhance process efficiency.
- May 2013 - **Assoc Software Developer (Mainframe)** at UST Global – Leon, Gto. MX
- Nov 2014 Successfully contributed to a large-scale data migration project for a U.S. customer (WellPoint), ensuring accuracy, compliance, and smooth transition into production. Prepared impact analysis documents of new requirements, performed code analysis, conducted batch job testing, generate reports in staging environments to validate data accuracy, present demos to obtain approvals prior deploy to production environment.
- Feb 2013 - **Mainframe Trainee** at UST Global – Leon Gto. MX
- April 2013 3 month intensive training on Mainframe technology, gained strong proficiency in Mainframe utilities and tools, with a solid foundation in COBOL, JCL, IMSDB, and DB2.

Core Skills

Testing & QA: Manual & Automated Testing, Regression, API, Integration, Load/Performance, Exploratory, QA Leader, Browserstack, JIRA, Azure DevOps, Git.

Automation & CI/CD: Cypress, Playwright, Pytest, Jenkins, Azure Pipelines, Postman, GitHub actions, Jmeter, SauceLabs.

Databases: SQL, MySQL, MongoDB, AWS S3, IMSDB, DB2.

Programming languages: JavaScript/Typescript, Python, Bash, COBOL, JCL, Java.

Cloud & Infrastructure: Microsoft Azure (DevOps, Storage, Pipelines), AWS.

Support & Operations: L2 & L3 Support, Incident Analysis, Root Cause Investigation, Escalation Management, ServiceNow.

System Administration: Linux servers, Virtual machines, Azure App services, Microsoft Active Directory, JAMF.

Certifications & Courses

CISCO CCNA Associate (2012)

Microsoft Office Suite Professional 2007–2010 (2012)

ISTQB course (2022)

Cypress – Modern Automation Testing from Scratch + Frameworks (Udemy 2024)

Playwright Essential Training: Abstractions, Fixtures, and Complex Scenarios (Linkedin 2025)