

# Sebastian Grossberger Villarroel

## QA Engineer

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QA Engineer with 6+ years of experience in web and API testing, specializing in Playwright, and automation frameworks. Skilled in CI/CD integration, exploratory testing, and Agile QA leadership. Familiar codebases and experienced in high-impact enterprise domains such as Salesforce and business-critical systems. Strong advocate for quality ownership and process improvement in Agile squads.

## WORK EXPERIENCE

### Nitel

*San Jose, Costa Rica*

#### QA Engineer

**Oct 2024 – Present**

- Designed and executed detailed test cases to ensure functionality, performance, and usability of web applications.
- Performed exploratory testing across features and workflows, identifying edge cases and usability issues.
- Collaborated with engineers on code reviews and QA coverage, including Cypress/Playwright automation; owner of the automation project (framework, standards, coverage, CI/CD).
- Utilized Salesforce to manage integrations, ensuring seamless system functionality.
- Monitored CI pipelines, triaging automation failures and ensuring stability.
- Managed and tracked tickets in Jira, maintaining clear communication across teams.

### The Lifetime Value Company

*San Jose, Costa Rica*

#### QA Engineer

**2020 – Sep 2024**

- Team Leadership: Managed two QA teams, overseeing end-to-end testing for the Email team and mentoring junior QA engineers to take on leadership roles.
- Test Planning & Execution: Designed and implemented test strategies, plans, and cycles for web and mobile applications, focusing on accessibility, performance, and functionality using Zephyr and Jmeter.
- Automation Framework Development: Built and maintained robust automated test frameworks using Reflect, achieving a 20% increase in efficiency and automating over 50% of functional test cases.
- Defect Management: Streamlined defect reporting and tracking processes in Jira, reducing resolution times by 30%.
- Process Optimization: Spearheaded initiatives to improve QA methodologies, including the adoption of TDD (Test-Driven Development) practices, resulting in enhanced testing efficiency and product quality.
- Cross-Functional Collaboration: Worked closely with development, product, and DevOps teams to ensure seamless integration of QA processes into the CI/CD pipeline.

### Pernix

*San Jose, Costa Rica*

#### Apprentice QA Analyst

**2019 – 2020**

- Generated detailed test case reports, ensuring the quality of system components.
- Conducted manual and automated testing (regression, responsive, performance, stress), achieving 80% coverage in managed projects.
- Identified and documented potential security vulnerabilities, enhancing application protection.
- Actively participated in client meetings to understand requirements and ensure successful project delivery.

## SKILLS & LANGUAGES

### Testing Methodologies

- Agile, Scrum, Waterfall, Manual Testing, Automated Testing, Regression Testing, Performance Testing, Accessibility Testing, Functional Testing, Black Box Testing, Smoke Testing, UAT

### Testing Tools

- TestRail, LoadRunner, Jira, Postman, Zephyr Scale, Jmeter, Selenium, Reflect, SoapUI, Playwright, Cypress.

### Programming Languages

- Python, Java, C#, Javascript, SQL

### Languages

- English: Advanced
- Spanish: Native

## EDUCATION

### Bachelor of IT Management

## CERTIFICATIONS

- Scrum Foundation Professional Certification - SFPC™ (2024)
- Cybersecurity Awareness - CAPC (2024)