

# Juan Pedro Tintos Mendoza

## Quality Assurance

### PROFESSIONAL SUMMARY

- Professional QA with five years of experience testing complex software applications.
- Strong working knowledge of software methodologies (SCRUM/Agile).
- Extensive knowledge of functional testing, scenarios and test plan creation, regression testing and unit testing.
- Experience in integration testing, smoke testing, mobile and web testing.
- Experience in flat text file analysis and validation, good knowledge of Progress and SQL databases queries and front-end applications.
- Experience with Web testing and mobile testing for Android and IOS, native and not native apps.

### WORK EXPERIENCE SUMMARY

- **AgileThought – Senior QA analyst** 01/2019 - Present
- **Softtek – Manual QA associate** 12/2018 –
- **Dextra Technologies – Mobile Tester** 05/2018 – 10/2018
- **TATA Consultancy Services – QA Tester, Oracle Apps Administrator** 12/2014 –
- **Bongalu Ice cream – Manager** 08/2014 –

### TECHNICAL SKILLS

#### QA Skills:

*Functional testing, positive and negative scenarios and test plans creation, regression testing, unit testing and integration testing, functional, non-functional, smoke testing, acceptance criteria analysis, manual, mobile and web testing, apps testing, front end interfaces testing, flat text files validation and analysis, databases queries in SQL and progress, defect and issues detection and follow-up.*

#### Software and Tools:

*Azure DevOps, Jira, ALM, Citrix, test rail, Android debug bridge, Unix/Linux (basic commands), SQL (basic queries) Progress (basic queries), server support, PuTTY, Oracle SQL developer, FileZilla, smartsheets, notepad ++, Microsoft office, Perfecto mobile, Postman, Citrix, VMware Horizon*

### EDUCATION AND CERTIFICATIONS

- **B.S. in Telematics**, Universidad de Colima, Colima, Mexico. 2015

### WORK EXPERIENCE

#### AgileThought (previously 4<sup>th</sup> source) Senior Manual QA

01/2019 -- Present

Became part of the Sedgwick account as a Manual tester.

- Recently assigned to the MegaIntake team to work on migration testing.
  - Web testing in IE and google Chrome browsers for platform comparison.
  - Migration comparison between old site (IE) and new site (Chrome).
  - Bug detection and report in Azure DevOps linked to main task.
  - Bug follow-up and validation.
  - Positive and negative scenarios design and execution.
  - Requirements analysis and test cases creation.
  - Requirements validation and documentation for testing tracking and evidence.
- Previously Assigned to the HR disability team for Sedgwick
  - Worked in QA environment conducting different types of testing.
  - Validated flat text files sent by clients, to correctly manage the data and detection of critical errors.
  - Executed several queries to ensure file data met client expectations and were correctly loaded in the database (Oracle, Progress).
  - Execution and validation for test cases related to Sedgwick requirements.
  - Design and writing of test cases for functional testing (integration and regression scenarios)
  - Defect detection and reporting to the development team and following up on resolution to validate the fix.
  - Testing Front end interface to ensure the data loaded into the database was displayed correctly, meeting the criteria from the requirements.
  - Validate when load process to Sedgwick was good, bad or missing info this specific Notifications will be triggered following client rules to confirm the load and the possible errors found.
  - Loaded files in the database using FileZilla, Progress and Oracle databases. Used queries in SQL developer and Progress Backend to search specific data, that way validate test cases and ensure the data was stored in the expected locations.

**Environment:** Microsoft Office, smartsheets, ALM Quality center, notepad ++, PuTTY, SQL developer, Filezilla, QA environment only, UAT, Azure DevOps.

Joined 4<sup>th</sup> Source as a QA lead on the AutoZone account.

- I was assigned to the Commercial Server Upgrade (CSU) AutoZone project.
- Worked in dev environment, executing and testing scripts on UNIX servers.
- Designed and wrote a test plan for QA activities.
- Designed and wrote test cases scenarios for each program to be tested.
- Documented test case executions in Jira and ALM.
- Worked closely with developers for defect resolution.
- Worked under the Agile/SCRUM methodology.
- Worked on defect detection, documentation and follow up.
- In charge of new QA members, knowledge and training sessions with new joiners and QA lead activities.

**Environment:** Microsoft Office, Jira, ALM, defect detection, functional testing, Unix servers, SQL basic queries, Unix basic commands.

## **Softtek Manual QA**

**10/2018 – 12/2018**

Joined Softtek as a QA manual tester in a web environment.

- Migrating methodology to Agile.
- Worked in Dev, stage and prod environments.
- Worked closely with developers to confirm changes made to applications and ensure validations were completed.
- Ran testing tasks on client application changes.

- Conducted defect detection in the testing cycle.
- Documented testing results with screenshots as evidence and text updates in the tickets.
- Functional and non-functional testing to verify changes to client applications (picture appearance, color change, link position change, etc).
- Used Jira for ticket log and follow ups (for defect reports and stories).
- Used Citrix for virtual machine access.

**Environment:** Microsoft office, Jira, Citrix, functional, non-functional, defect detection

## **Dextra Technologies Mobile Tester**

**05/2018 – 10/2018**

Joined a mobile testing project.

- Used tools for mobile and functional testing such as smoke and regression in mobile devices and smartwatches.
- Execution of smoke testing and test cases to ensure the correct functioning of the mobile app.
- Execution of regression testing for defects and failure detection in different tests. (load test, communication tests, unit tests, performance tests)
- Conduct Bluetooth, WiFi and server connection tests.
- Defect detection and reporting.

**Environment:** Android Debug bridge for debugging, Stetho for device database queries, Cool term, Android file transfer, Android studio, fitbit studio, fitbit app, Hockeyapp, centrify, Jira for defect reporting and management, Test rail for test plan record, management and report, Android, iOS, MacOS High Sierra

## **TATA Consultancy Services QA Tester**

**12/2014 – 05/2018**

Moved to the QA team with financial client

- Worked on a QA project working with Agile methodology and performing manual testing for web and mobile environments
- Worked on functional testing scenarios and test plans, regression testing, unit testing and integration testing.
- Ran non-functional testing scenarios.
- Worked on creation and evaluation.
- Generated acceptance criteria and user stories.
- Created test cases and test plans for user stories and acceptance criteria.
- Ran defect detection, follow up and validation.
- Conducted manual testing on web environments and mobile environments.
- Testing in dev, stage and release environments
- Conducted regression testing, smoke testing, integration testing, black box testing

**Environment:** Perfecto mobile tool for mobile testing simulation, IBM Rational Team Concert (RTC) for tasks management and defect reports, Microsoft office for test plans creation, Snagit for defect evidence, Internet explorer and google chrome for test case execution, Windows 7, 8, Citrix for virtual machine access

## **Oracle Apps Administrator**

Joined TATA Consultancy Services (TCS) as an Oracle Apps Admin and troubleshooting IT consultant.

- User account creation and password management.

- Users and printers assistance/support
- Monitor concurrent requests, managers and programs.
- Monitor blocking locks.
- Ticket administration in Service now.
- Monitor requests in Output Post Processor Server (OPP).
- Monitor CPU use on servers.
- Basic knowledge of **Unix** and **SQL** for server management and monitoring.
- Conduct SQL script deployment.
- Conduct troubleshooting.

**Technologies:** *Unix, SQL, SQL scripts, CPU*

## **Bongalu Ice cream Manager**

**06/2014 – 08/2014**

Worked as the manager of Bongalu Ice cream.

- Supervised and managed all employees.
- Held interviews for job positions and analyzed options for hiring new workers.
- Calculated invoices and sent them to the accountant.
- Managed daily cash flow.
- Employee salary payments.
- New workers hiring.
- Trainings.
- Inventory.

**Technologies:** *Microsoft office, Windows 8*