To Whom It May Concern:

My name is *Juan Jose Luna Castillo*, born in *Mexico* City where I achieved a Bachelor's Degree in Electronics from the *Universidad del Valle de Mexico*.

With over fourteen-*year experience* in *IT*, where I have developed special skills on Business Analysis, Requirements Gathering, Process Engineering, Project Management, Software Quality Assurance and Software Testing.

During these years I have devoted my efforts in Quality Assurance and Software Testing. While testing applications I have executed manual and automated tests, created and maintained several artifacts such as test plans, test strategies, work plans, traceability matrices, test metrics, test cases, test scripts and many more; as Test Lead I have been responsible of the management of local and remote resources and their activities, plan, control and management of budgets, and for the scoping, evaluation and review of different test projects. As Quality Assurance Engineer I have been responsible of the management and review of different activities and work products from different software disciplines through distinct development frameworks, processes and procedures.

In my last years of experience, using my knowledge acquired during my certifications in Six Sigma, Rational TestManager & Robot and in Rational Unified Process, besides Quality Assurance and Testing I joined other disciplines where I developed additional skills in management, requirements, use cases modeling, coding, version control, analysis and business processes modeling. During this time, I gather business requirements, map business workflows, suggested process improvements, create systems wireframes, entity-data mapping and technical requirements.

I am an experience test engineer implementing automated scripts with Selenium (Java) and Jmeter. I have implemented different automation frameworks in order to standardize the implementation of tests and minimize the refactoring and maintenance of the same. While automating tests, I have helped in continues integration by the scheduling of different levels of test using Jenkins and building a QA infrastructure to support the application under test as well as the automated tests.

Hoping my knowledge, skills and experience could be used by you and your company I appreciate in advance your time and consideration.

Sincerely,

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Juan Jose Luna Castillo

Objectives

To work for a lead company where I can use my skills and knowledge to implement solutions for new and existent challenges allowing me to growth in a personal and professional way.

Experience

11-2015 / Actual   Testing Consulting LLC (Owner)   Newtown, CT, USA

Business Analysis, Process Improvement, DevOps and Testing

Providing Software Testing solutions and operational support. For my clients I have:

- Gather and assess business needs in order to document business requirements
- Generate wireframes and business workflows
- Define and outline technical requirements including data mapping between different systems and directly to databases
- Helped to identify and implement adequate testing tools to manage test plan, test cases, test scripts and defect tracking (Jira, Confluence, Testlink, HP Quality Center, Selenium, Jmeter, Soap UI and others)
- Define, document and implement process, procedures and policies for the Test discipline for different software methodologies such as waterfall, iterative and agile development.
- Elaborate test plans, manual test cases based on current functionality and available requirements
- Define and implement custom selenium framework in java to enable cross-browser testing and for different architectures (responsive web applications)
- Develop test scripts for sanity and smoke tests in Selenium/Java
- Develop non-functional test script for load, performance and API Testing with Selenium, JMeter and Soap UI
- Execute manual and automated tests for Web applications, Windows Applications, IOS/Android Applications
- Drive UAT within their organization across different business units
- Train QA resources in order to improve and achieve their company goals
- Provide production support to maintain and keep up to date Development, QA and Production servers (Windows and Linux – Using AWS)
- Support DR strategies and participate in drills to obtain SSAE 16 certifications
- Implement continue deployment strategies and automate deployments using Jenkins, SVN, GitHub, VS, Java and different DBs
- Keep control of code between different environments and help to asses and manage code freeze. (SVN and GitHub)
- Support on project management and planning.
- Production support to end users, IT team and directly on the servers.

11-2014 / 11-2015   Lumesis Inc   Stamford, CT, USA

QA Manager

To define and implement processes and procedures to assure the quality of our products; to identify and implement strategy for manual and automated tests; perform functional and non-functional tests for web application and available web services.

- Identify strengths and opportunity areas for team members and define plan of action to improve performance.
- Define, document and implement process, procedures and policies around Test and QA disciplines
- Implement QA tools such as testlink, selenium, Jmeter.
- Elaborate manual test cases based on current functionality and available requirements
- Define and implement custom selenium framework in java
- Develop test scripts for sanity and smoke tests in Selenium/Java
- Develop non-functional test script for load and performance with JMeter
- Implement test plan and test suites for manual and automated tests
- Execute manual and automated tests for our applications Java/MySQL/Linux

12-2012 / 11/2014   Neopost USA   Milford, CT, USA

Senior Quality Assurance Engineer (BA)

To perform functional and non-functional tests for web application and to develop an automation framework.

- Develop and execution of manual tests for the latest web application which provides mailing services with php / java / .NET / MSSQL and MySQL databases
- Architect QA infrastructure needed to host tests environment (CentOS/Windows – All VMs)
- Develop and execute performance tests for web application in order to optimize production servers (JMeter)
- Pioneer on continues integration through Jenkins, Subversion, Jmeter and Selenium
- Develop an automation framework with Selenium (java) in order to automate current application and support other QA teams on their automation work
- Automate sanity, smoke tests and specific regression tests with i/o features and API interactions
- Management and support for our bug tracking and document repository tools (Jira and Confluence)
- Production support for internal users
- Tailor and implement test and deployment processes and procedures
- Lead on-site and offshore teams on the execution of manual and automated test.
- Create business and technical requirements mapping different system entities.

11-2011 / 12-2012   FocusVision   Stamford, CT, USA

Quality Assurance Engineer (BA)

To implement the SQA and Software Testing disciplines for the development team.

- Develop, implement and follow-up custom-small process and procedures in order to add SQA and Testing activities
- Setup and maintain the QA environment (web servers, app servers and DB servers)
- Install, setup and support test tools for automation of test cases and defect tracking
- To develop and maintain core QA and test documentation (process, procedures, policies, test plans, test strategies, schedules, etc.)
- To implement manual test cases
- To implement and maintain automates test cases using selenium
- To document functional and technical information for current systems

11-2010 / 11-2011   Eastman Kodak   Stamford, CT, USA

Quality Assurance Engineer

To enhance current test process and implement the automation framework in order to increase test coverage and the quality of the product.

- Develop and lead test process improvement at the division level based on RUP and AGILE
- To lead onsite and offshore team for one of the web products (php, java, javascript, Oracle)
- To implement an automation framework with Mercury products
- To develop automation scripts (QTP)
- To revamp existent test assets to improve their quality and usability (mainly test cases and scripts)
- To implement and communicate test metrics
- Participate in management and development meetings in order to determine project tasks, new features and determine timelines.

06-2008 / 10-2010   SmartEquip Inc.   Norwalk, CT, USA

Senior Quality Assurance Lead (BA)

Responsible of the quality for the company products, lead of US and Offshore test team and product expert.

- Lead EFleetPro testing team that supports key company clients.
- Maintain, control and develop test cases and other test artifacts to support our daily work.
- Execute functional and non functional tests for our web/flash/MySQL applications having special emphasis on the communications protocols used to communicate between different layers and technologies.
- Report, control and update bugs and metrics in order to offer accurate information to upper management and other team members.
- Gather functional and technical requirements for new applications, functionalities and enhancements.
- Propose process improvements for different SDLC disciplines, focusing on the testing area, its procedures deliverables and expectations.

07-2005 / 06-2008   Dynisyst Inc.   Stamford, CT, USA
SQA Analyst (BA)

Contractor for PepsiCo HQ in Purchase, NY. For the Corporate Audits department we developed a new web application to manage and report audit data. During this project I executed the following activities:

- Analysis of their actual business processes and data and need.
- Mapping and GAP analysis of the existent data/system and their real business need.
- Definition of data flows and its details based on their existent audit processes.
- Creation of functional and technical requirements for their new system.
- Creation of a prototype to provide insight to business users.
- Create user manual and other supporting documentation.
- Planning of activities and follows-ups for all the developers' activities and deliverables.
- Execution of functional tests.
- Planning and management of deployment for their UAT and staging environments.

Contractor for GE Money HQ in Stamford, CT. For the Operational Risk area I was responsible for their systems and their environments, being the IT contact between worldwide end users, infrastructure team and other supporting teams. During this period of time I was:

- Project lead for enhancements and new developments
- System Administrator for their systems and environments where I was responsible of:
  - Maintain the environments up and running
  - Apply updates, install software and deploy systems
  - Schedule and review jobs on servers
  - Manage and maintain their different web applications
  - Executing data uploads
  - Monitor servers status and its services
  - Create and maintains shell script used to extract, manipulate and load business data
- System analyst where:
  - Created business requirements for new systems for each of their product lines
  - Analyzed their data to identify possible new mappings and information gaps
  - Suggest processes and procedures for the different areas
  - Review system data to control and maintain an adequate level of quality
  - Creation of data warehouse and dashboards in order to provide meaningful data to end users
  - Created store procedures to populate data warehouses (plsql and sql)
- As a Test Engineer I executed manual and automated tests to maintain the quality of the applications and performance of the servers

Education	1998 - 2005 Universidad del Valle de Mexico (Campus Tlalpan).

- Bachelor's Degree in Electronics

Knowledge

- **OS**: Windows, Mac and Linux
- **DB**: Oracle, Microsoft SQL and MySQL
- **Test**: Jira, QTP, Rational Robot, Quality Center, TestManager, ClearQuest, Selenium, JMeter, Soap UI
- **Languages**: VB, Java, PHP, HTML and Flex
- **Office Tools**: Microsoft Office, Project, Visio, SharePoint, Confluence
- **Methodologies**: RUP, Agile, ITIL, CMMI
- **Practices**: Six Sigma, TPI
- **Other**: Toad, Net Charts, Business Objects and ClearCase

Languages

- English Fluent
- Spanish Native

Courses

- Test automation course by IT Era S.A de C.V., Rational Partner, Mexico.
- Essentials of Performance testing with Rational Robot V2003.06.00. Itera Mexico, D.F., 2004
- Essentials of Functional Testing with Rational XDETester V2003.06.13. Itera Mexico, D.F., 2004
- Essentials of Rational Unified Process V2003.06.00. Itera Mexico, D.F., 2004
- Essentials of Rational RequisitePro V2003.06.00. Itera Mexico, D.F., 2004
- Essentials of Requirements with use cases V2003.06.00. Itera Mexico, D.F., 2004
- Induction to CMMI. Itera Mexico, D.F., 2005
- Essentials of Rational Functional Tester V6.1. Itera Mexico, D.F., 2005
- Essential of Java for Rational Functional Tester V6. Itera Mexico, D.F., 2005
- Visual Mining Netcharts Designer 6. GE Consumer Finance, CT, USA 2006
- Java Programming Fundamentals 1.0. IEEE, Distance Learning Campus (on-line), 2006
- Linux Technology Overview Curriculum. IEEE, Distance Learning Campus (on-line), 2006
- Unix 1.0 IEEE, Distance Learning Campus (on-line), 2007
- Introduction to Oracle: SQL and PL/SQL Curriculum III. IEEE, Distance Learning Campus (on-line), 2007
- Business Objects - XIR1 Universe Design, Business Objects (on-line), 2007
- IBM Rational AppScan, IBM Web Based Training, 2008

Certifications and Affiliations

- Green Belt Certified (DMAIC) by Softtek Mexico 2003.
- Rational Unified Process Certified 2004 by IBM – Rational.
- Rational Robot (Robot & Testmanager) Certified V2003, 2004 by IBM – Rational.