German Soto

QA ANALYST

Profile

Problem solver. Detail oriented analyst with experience in advertising and healthcare projects. A team-player who likes to solve challenging technical problems.

Employment History

Customer Service Agent, ResultsCX

FEBRUARY 2024 — PRESENT

- Solved issues and helped with queries regarding their banking account.
- Helped clients filing reports regarding fraudulent transactions.
- Educated clients on how to use our banking app.
- De-escalated client calls by showing empathy.
- Ability to stay calm under pressure.

SDET, Internet brands

AUGUST 2021 — AUGUST 2022

- Implementation of standard QA processes under AGILE methodologies.
- Ensured the compliance of GDPR and CCPA via OneTrust.
- Manual testing experience with Ad-Hoc Test, Smoke Test, Sanity Test and Full Regression for web applications.
- Engaged with multiple teams, championing issues to closure.
- Increased the company knowledge base by designing test cases, and writing workflow artifacts.
- Reduced testing effort by automating test cases using Selenium/Robot framework with Python.

Achievements & Courses

AWS Certified Cloud Developer

JULY 2024 — JULY 2027

QA Bootcamp, Nearsoft/Encora

APRIL 2018 — JUNE 2018

AWS Cloud Practitioner

DECEMBER 2022 — DECEMBER 2025

1st Place in Jovenes con Talento IT sector, Secretaria de Economia del Estado de Sonora

OCTOBER 2019 — NOVEMBER 2022

Education

Computer Systems Engineer, Instituto Tecnologico de Hermosillo, Hermosillo, Sonora, Mexico

AUGUST 2016 — JUNE 2020

Details

Hermosillo
Mexico
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Links

Linkedin

Github

Youtube

Skills

API Testing

Agile/Scrum

Functional Testing

Manual Testing

JIRA

Linux/Bash

Selenium/Robot

AWS

Python

SQL

OWASP TOP 10