

Professional Profile

Project and Detailed oriented Professional. Strong Science Background helps understand and communicate complex problems in easy to understand terms. Outstanding interpersonal, negotiation and mediation skills. 11+Years of IT experience with emphasis on Voice technologies, including scope definition, planning, implementation and coordination of multiple projects simultaneously for SDLC Waterfall and Agile.

- Creative and Flexible mind
- Native Spanish Speaker
- Strong Leadership, Teamwork and mentoring skills
- Experience in leading multi-cultural teams across different locations.
- SAFe SA Certified
- Proficiency in: Java, C#, C++, HTML, LaTeX, VXML
- Tools: MatLAB, SQL, Hammer CallMaster, Inventor, AutoCAD, WindFARM, BLADE, HP ALM, QTP, Hadoop, SVN, Genesys, Cyara, SoapUI, RIT, Tosca, MS Office, Visio, JIRA,
- Lean, Agile, Six Sigma, Waterfall methodologies

Accomplishments

- Erica BoA AI Voice Recognition Validation and Certification with Automated tools
- DevCon presenter JAX 2017 "Talking to Erica – How in the world?"
- DevCon presenter CLT 2018 "Erica and the IVR"
- Design Solution for integration of On-The-Market and custom tools for Voice Testing.
- Reduce manual efforts from 20 resources to 2 with automation solutions.
- Increased functional Regression coverage in 300%.
- Implemented biometrics testing with automation tools.
- Implemented Proof of Concept E2E testing with IVR, CTI and desktop applications.
- Published research on wind energy turbines' blades enhancement.
- Published Author in Poetry and Short Novel in Spanish

Work History

VP - UI Designer

Bank of America, Charlotte, NC

Nov 2018 – Present

Creation and support of IVR UI design, analyzing business requirements. Research production issues and determine solutions that fit in the complex environment. Collaboration with business partners and stake holders to determine the best approach to satisfy the rapid environment changes and keep customer experience. Use research, data and analytics to inform and continually improve the IVR systems and voice application products.

VP - QA Specialist Automation Test Lead

Bank Of America, Charlotte, NC

Jan 2016 – Oct 2018

Lead a team across different locations successfully in a hybrid waterfall / agile environment. Create solutions for Erica Voice Recognition engine. Designed the "Erica Testing Tool" to allow direct access to Erica ASR bypassing the mobile device for both STT and TTS with an automated solution. Design and maintain a Regression suite for new language models with minimum human intervention leveraging 11K voice recordings with different acoustic models.

Design and implement a consolidated one-stop testing support tool, internally developed, to enhance data gathering and test case management for manual and automation testcases. Leveraging current and new infrastructure, API resources and Databases.

AVP - QA Specialist Automation Test Lead

Jan 2015 – Jan 2016

Bank Of America, Charlotte, NC

Lead a team across different locations successfully in a hybrid waterfall / agile environment. Adapt creative solutions for automate from ground zero for Voice Technologies.
Creation of manuals for Automation testing and establish a Regression process leveraging Cyara.
Migration of database for Cyara testing support.

Automation SME - Testing Onsite Coordinator

Jan 2011 – Oct 2014

TCS Limited, Charlotte, NC

Migrate automation effort from Hammer call master to Cyara solutions environment.
Collaboration in the detailed Financial forecast depending on the project.
Coaching and Training Jr. members to groom them to the required level of skills and abilities.

QA Tester – IVR

Jan 2009 – Jan 2011

Tata Consultancy Services, Guadalajara, Jalisco, Mexico

Analysis of business requirement documents to create desired test scenarios and test cases. Creation of Automation suite with Hammer Call Master.
Creation of manuals for Automation testing and establish a Regression process.

LAB Coordinator and Renewable Energy Research

Aug 2005 – Jan 2008

ITESM, Monterrey, Nuevo Leon, Mexico

Coordinate Laboratories for undergraduate students for applied physics.
Wind Energy Research:
Design a protocol for easy and low cost manufacturing process for wind energy turbine blades to facilitate replacement and reduce maintenance cost. Take product from idea to market managing a team of 4.

Education

MA Communication and Leadership
Gonzaga University
Expected Graduation Date June 2023

Bachelor in Science, major in Industrial Physics Engineering
December 2007
Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM)

Volunteer Work

Habitat for Humanity
Humane Society of Charlotte
Extra Life

Contact Information

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