

Diego Gonzales Soto

Manual QA Tester | Software Quality Assurance

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Professional Summary

Quality Assurance (QA) Engineer with 7 years of experience in the full software testing lifecycle, specializing in the execution and management of manual functional, regression, integration, and User Acceptance Testing (UAT). Solid track record in meticulous identification, detailed documentation, and effective defect tracking using Jira and Agile methodologies (Scrum/Kanban). A Bolivian professional based in Chile, with a strong commitment to contributing to the development of high-quality software and aiming to consolidate and expand my professional career in the Chilean technology sector.

Work Experience

Jalasoft | QA Tester – API & Web Testing | 2019 – Present

Project: Jalasoft Client (Enterprise Software & Cloud Solutions)

- Led the planning, design, and execution of manual test strategies for complex API (REST) and Web application functionalities, ensuring comprehensive coverage and alignment with business requirements.
- Proactively identified, performed root cause analysis, accurately documented (reproduction steps, impact analysis, severity, priority), and rigorously tracked defects (bugs) using Jira, interacting directly with global development teams (US & India) to expedite resolution.
- Actively contributed to Agile ceremonies (Scrum/Kanban), including sprint planning, backlog refinement, reviews, and retrospectives, providing effort estimations and promoting continuous improvement of QA processes.
- Developed and maintained critical test artifacts, including detailed test plans, requirements traceability matrices, exhaustive test cases (positive, negative, edge), and test execution reports for stakeholders.
- Advanced experience using tools such as Postman, Insomnia, and cURL for comprehensive API validation, and browser developer tools for UI inspection, debugging, and compatibility testing.
- Strategically collaborated with QA, Development, and Product teams to define and refine test strategies, ensure quality across multiple environments (development, staging, production), and participate in risk analysis.
- Responsible for validating bug fixes, performing post-deployment smoke tests, and actively participating in the software release management cycle, ensuring product stability.
- Mentored and supported junior QA team members in adopting best practices and using testing tools.

Jalasoft | QA Tester – Web Testing | 2017 – 2019

Project: Jalasoft Client (Cloud Object Storage Platform)

- Rigorously executed functional, usability, performance (front-end), and compatibility (cross-browser, cross-device) tests on distributed web applications.
- Created, executed, and maintained a repository of detailed manual test cases for new functionalities and for efficient regression testing execution.
- Managed the entire defect lifecycle using Jira, from initial reporting to verification and closure, ensuring proper prioritization and status communication.
- Effectively collaborated with development teams for requirements clarification, issue reproduction, and solution validation.
- Systematically applied diverse testing techniques, including User Acceptance Testing (UAT), functional, exploratory, negative, black-box, and regression testing.
- Significantly contributed to the creation and updating of test process documentation, user guides, and team knowledge bases.

Fundación Jalasoft | Manual Testing Intern | 2016 – 2016

Project: Fundación Jala – MT (QA Talent Development Initiative)

- Gained practical immersion in manual testing methodologies and the Software Development Life Cycle (SDLC) through participation in a real organizational project.
- Diligently executed predefined test cases, focusing on accurate documentation of results and evidence collection.
- Identified and initially reported defects, developing skills in issue description and collaboration with the project's development team.

Technical Skills

- **Testing Methodologies:** Functional Testing, Regression Testing, Integration Testing (manual focus), User Acceptance Testing (UAT), Usability Testing, Black Box Testing, API Testing (REST), Cross-Browser/Cross-Device Testing, Exploratory Testing, Negative Testing, Smoke Testing.
- **Testing & Management Tools:** Jira (expert), Confluence, Postman (advanced), Insomnia, cURL, PyCharm, VS Code, GitHub, Git, Jenkins (knowledge for job execution/review), BrowserStack, SauceLabs (knowledge), MS Excel (advanced for analysis & reporting), MS Word.
- **Languages (Knowledge for Scripting/Analysis):** Python (intermediate), PHP (basic), HTML/CSS (intermediate).
- **Databases (SQL Queries):** MySQL, Microsoft SQL Server (intermediate).
- **Frameworks (Understanding & Adaptation):** pytest, Requests.
- **Operating Systems:** Windows (expert), Linux (intermediate).
- **Other:** Agile Methodologies (Scrum, Kanban), Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Requirements Analysis, Test Estimation, Test Reporting.

Education

- **Elementary School Diploma** (Enseñanza Básica Completa)
- **High School Diploma** (Enseñanza Media Completa)
- **Quality Control Software Course** | Jala Foundation, Cochabamba, Bolivia | 2016
- **Bachelor's Degree in Computer Science** | Universidad Mayor de San Simón (UMSS), Cochabamba, Bolivia | 2009 – 2015

- **Systems Analyst Degree** | Instituto Tecnológico Superior "ITSA", Cochabamba, Bolivia | 2007 – 2009

Languages

- **Spanish:** Native
- **English:** Intermediate (Able to hold technical conversations and write documentation)

Additional Information

- **Nationality:** Bolivian
- **Residence:** Calama, Antofagasta Region, Chile.
- **Work Permit:** Valid in Chile (RUT: 28.805.519-K).
- **Availability:** Immediate.
- **Motivation:** Strong interest in developing my long-term professional career in Chile's technology sector.