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| Miguel ZepedaQuality Assurance Engineer | migg\_18@live.com • (602) 829–0573[LinkedIn](https://www.linkedin.com/in/miguel-zepeda-949142195/) • Phoenix, AZ 85029 |

Tech-savvy professional with a strong background in developing detailed, comprehensive, well-structured test plans and test cases. Track record of utilizing manual and test automation techniques. Proven success assisting in definition and implementation of quality standards, processes, and quality improvement programs. Skilled at supervising performance metrics to identify potential issues and propose solutions. Known for improving processes, tools, and frameworks to enhance overall efficiency and effectiveness of QA team.

Technical Proficiencies

System Analysis| AC/DC applications | MS Office suite | C# | Java | CRM | HTML | GitHub | JavaScript | Postman | CSS | SoapUI | JSON | MS SQL Manager | Azure DevOps | Amazon AWS | React | Angular

Education

Bachelor of Science in Software Development | June 2025

Grand Canyon University, Phoenix, AZ

**GPA: 3.98 / 4.00**

Career Experience

OpenTech Alliance, Phoenix, AZ 2023 – Present

Business Analyst

Facilitate agile ceremonies, including Scrum, Refinement, and Sprint Planning, to drive team alignment and ensure timely project execution. Lead design meetings to gather and prioritize business requirements, ensuring alignment between technical solutions and business needs. Act as a liaison between business and technical teams to improve collaboration and streamline project delivery.

*Key Accomplishments;*

* Led agile ceremonies, optimizing team efficiency and maintaining project timelines.
* Authored detailed Spikes and User Stories to clarify complex requirements and guide development efforts.
* Directed design meetings for new initiatives, ensuring clear documentation and prioritization of business requirements.
* Improved communication between business and technical teams, driving successful solution implementation.

Ekos Software Inc., Charlotte, NC (Remotely) 2022 – 2023

Test Automation Engineer II

Managed and enhanced UI test automation suites for web application to ensure accuracy and relevance. Updated and maintained API Test Automation Suites for RESTful APIs to verify efficiency and effectiveness.

*Key Accomplishments;*

* Successfully automated front-end and back-end tests for engineering team by leveraging Postman for back-end testing and developing C# and Selenium framework for front-end testing.
* Partnered with team of two test engineers to automate multiple tests; resulting in seamlessly integrating test suite into development pipeline within few months and enhancing team's overall testing efficiency and effectiveness.

OpenTech Alliance, Phoenix, AZ 2020 – 2022

Quality Assurance Engineer

Conducted manual and automated testing to identify defects and ensure software/system functionality, performance, and reliability. Designed and implemented test strategies, test plans, and test cases based on project requirements and technical specifications.

*Key Accomplishments;*

* Enabled adherence to best practices and industry standards in BDD-style QA automation development, promoting consistency, reusability, and readability for both technical and non-technical team members.
* Collaborated with manual testers to troubleshoot automated test failures for driving seamless integration between automated and manual testing processes.

OpenTech Alliance, Phoenix, AZ 2012 – 2020

Quality Assurance Analyst | 2019 – 2020

Generated and prepared necessary test data and equipment to facilitate thorough testing. Recorded and documented test results for ensuring meeting of deliverables functional design specifications and requirements. Identified, isolated, and reproduced defects for effectively tracking and verifying fixes. Cooperated with Product Owner to establish schedules, priorities, and effective communication during planning phases. Developed and documented test strategy, test plans, and test cases for two web and mobile applications, aligned with organizational standards and user expectations.

*Key Accomplishments;*

* Supported communication between different teams by conveying project-related tasks, plans, timelines, and requirements.
* Contributed to formation and enhancement of test automation frameworks, focusing on improving efficiency and effectiveness in testing processes.
* Designed and wrote smoke/regression test cases for Merlin back-end product, covering new features and bug scenarios; significantly enhancing development process.

STC Supervisor | 2017 – 2019

Developed and established core product processes to drive ongoing maintenance and adherence. Monitored recruitment and training of new employees to fill open positions. Managed team service levels, schedules, and workload to optimize productivity and efficiency.

*Key Accomplishments;*

* Led team projects to successfully implement changes and improvements to core products.
* Built and nurtured IoE (Internet of Everything) team, providing training on new services for seamless onboarding.
* Deployed product processes for seamless customer onboarding, service levels achieved desired targets, and newly formed IoE product team effectively onboarded new customers.

Senior STC Specialist | 2016 – 2017

Evaluated new products to design efficient processes for development and execution. Conducted training sessions to educate team members on new products and associated processes. Identified areas for improvement in team development and behavior to deliver guidance and support for progress. Applied measures to foster team growth and enhance performance.

*Key Accomplishments;*

* Collaborated with team of six STC Specialists to meet and exceed company onboarding goals for multiple core products.
* Trained new team members on product processes, enabling to quickly become proficient in roles; resulting in achieving company goals and smooth integration of new employees into team.

Setup, Training & Customization | 2013 – 2016

Administered setup of new orders for existing products for ensuring smooth and efficient processing. Conducted customer training and education sessions to familiarize with product features and service usage.

*Key Accomplishments;*

* Customized products and services to meet specific customer needs and preferences.
* Teamed up with customers to interface software and company network with products and services.

Storage Counselor | 2012 – 2013

Supervised incoming sales and service calls for storage facilities to assure prompt and efficient handling. Conducted outbound calls to process leads and generate sales opportunities.

*Key Accomplishments;*

* Assisted tenants with rental procedures by utilizing self-service kiosks, guiding through process.
* Resolved tenant incidents by providing excellent customer service and addressing any concerns/issues.