Alejandro Ubilla

Quality Assurance Analyst

Pompano Beach, FL 33060

alexubilla8185@gmail.com

+17726349743

Professional Summary

Over 7 years of Quality Assurance experience in all phases of the SDLC, including requirements gathering, risk analysis, project planning, scheduling, testing, issue tracking, management, and reporting.

Authorized to work in the US for any employer

Work Experience

Quality Assurance Analyst

QLINK WIRELESS-Dania Beach, FL

September 2019 to October 2024

Testing web and mobile based applications. Be apart of the release process and work with developers to bundle any changes into discrete deployments Interact with teams in product, UX, engineering and DevOps. Review feature specification documents to understand the application functionality. Investigate and troubleshoot any issues reported by customers based on live applications Provide feedback from test in form of bug reports for errors and improper implementation.

Technical Writer

Nandotech-Boca Raton, FL

August 2016 to June 2019

Some of my responsibilities included developing, writing, editing, and maintaining documentation for different clients. This documentation includes user manuals, reference manuals, training materials, emails, announcements, quick start guides, conceptual overviews, technical documentation, and any other documentation needed.

Software Quality Assurance

ADVANTAGE SOFTWARE-Stuart, FL

January 2012 to June 2016

My broad range of responsibilities included both software quality assurance and project managerial tasks. I tested and helped oversee a multitude of projects, including desktop software, installers, mobile apps, web apps, custom web servers, and more. Most of these applications are cross-platform programs which run on Windows, Mac, Linux, iOS, and/or Android.

Technical Support Specialist

ADVANTAGE SOFTWARE-Stuart, FL

August 2009 to January 2012

I was responsible for providing technical support to internal and external customers with a high degree of satisfaction and technical expertise. I provided resolution for client incidents by having a solid understanding of the company's different systems, applications, and support procedures.

CAD Drafter

Real Stone and Granite-Fort Pierce, FL

July 2007 to May 2009

My job was to interpret sales information and specifications and turn them into working prints and instructions for the shop floor to achieve the highest overall efficiency possible. I often had to work with part of the Design team to help introduce and implement any standard design changes to improve shop efficiency, quality, and safety.

Customer Support Specialist

Nandotech-Boca Raton, FL

December 2004 to June 2007

My role was to provide customer support through phone, email, online chat or social media to customers who have questions, concerns or confusion around a particular product or service. Furthermore, I had to analyze customer questions, troubleshoot, and provide clear answers in an efficient and professional manner.

Education

Associate's Degree

Indian River State College - Fort Pierce, FL

2003 to 2005

Skills

- Regression analysis
- Technical writing
- Agile
- Project planning
- iOS
- Software testing
- Scrum
- Issue tracking
- SDLC
- Software troubleshooting
- Mobile Applications
- Windows
- Android
- Spanish

Languages

- English - Fluent
- Spanish - Fluent