

# Daniel Alvarado

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## PROFESSIONAL SUMMARY

Experienced software testing and quality assurance professional with 12+ years of experience working within agile environments. Proven track record of collaborating with cross-functional teams. Skilled at analyzing requirements, developing and executing test plans and ensuring quality assurance. Possess strong verbal and written communication skills, effective decision-making abilities to go along with experience leading a team during testing efforts.

## PROFESSIONAL EXPERIENCE

**Independent Living Systems LLC, Doral, FL**

**Jan 2025 – Present**

### *IT Business Analyst*

- Collaborate with healthcare stakeholders to obtain, analyze and document detailed business requirements.
- Develop and maintain process workflows using tools such as Microsoft Visio in order to visualize current and future state processes.
- Tasked with leading and coordinating User Acceptance Testing (UAT) to validate that system solutions meet business requirements and that quality standards are maintained.
- Provide support in matters of change management initiatives by communicating changes and training users to ensure a smooth adoption of the new systems or processes.
- Worked in tandem with project managers and development teams throughout the System Development Life Cycle (SDLC) to guarantee a timely and accurate delivery of IT solutions.

**Verizon Wireless (formerly TracFone Wireless), Medley, FL**

**Jan 2022 – Dec 2024**

### *Operation Systems Engineer III & QA Tester*

- Conducted comprehensive testing and quality assurance for the integrated Application Programming Interface (API), identifying critical trends and enhancing transaction reliability by 40%.
- Developed test plans in order to perform core and sanity testing of new code changes in both lower and Production environments. Collaborated with cross-functional teams to uproot bugs and track defects using JIRA and verify the success of the fixes/enhancements deployed.
- Assisted in optimizing test case coverage by identifying software issues and developing easy to understand test cases based on changes to the code released into Production.
- Spearheaded testing efforts for the development of the Carrier Operations Portal (COP), an in-built UI based tool customized as per the TracFone/Verizon business needs. The COP was designed to serve as an all-in-one tool for the purpose of monitoring and updating API transactions as well as to perform backend testing.
- Served as team lead to a group of eight offshore QA testers, tasked with providing training, coaching and overall guidance during crucial business projects.

**TracFone Wireless, Medley, FL**

**Jul 2016 – Dec 2021**

***Carrier Support & API Analyst***

- Maintained the integrity of TracFone's Application Programming Interface (API) for transaction provisioning by performing research and analysis of daily transactions to formulate a report of trends that negatively impacted customer experience.
- Assisted in improving the effectiveness of the API by evaluating defects identified within the code and proposing the corresponding solutions, fixes and/or enhancements required.
- Responsible for monitoring and managing the API queues using SQL Developer tool to ensure real time transactions were being processed as expected within TracFone's business as usual standards and report issues should they arise.
- Implemented rework processes for failed API transactions, reducing error resolution time by 50% through effective use of xml logs and SQL queries.

**ARRIS (formerly Pace Americas), Boca Raton, FL**

**Dec 2012 - Jan 2014 / Apr 2014 - May 2016**

***Lead Software Test Engineer I***

- Lead a software test team that improved the quality of 22 different embedded Legacy Cable Set Top Box platforms and played an integral part in the development of the new Comcast XF3 Fiber Optic Gateway.
- Maintained the integrity of product software by identifying, characterizing and reporting software defects uncovered during the test cycle to the Software Development Team using bug tracking systems Bugzilla and Jira.
- Increased build release efficiency by assisting in delivering on average, 4 functional builds a month and over 40 a year, to customers by conducting end-to-end and regression testing.
- Enhanced test coverage by implementing new and maintaining current test plans and procedures based on the product's requirements and specifications using Zephyr test management tool.
- Provided training and support to members of the team, delegated tasks effectively and scheduled the overall testing activity.

**CENDYN, Boca Raton, FL**

**Feb 2014 – Apr 2014**

***Software Test Engineer*** (3-month contract position)

- Responsible for enhancing the quality of Customer Relationship Management (CRM) cloud-based products utilized in the travel and hospitality industry by developing and maintaining test plans and procedures that met testing of business requirements.
- Coordinated with and gathered information from the Software Development Team in order to determine the requirements and specifications needed to better generate and execute test cases.
- Reported, monitored and tracked defects using Jira bug tracking system then worked in unison with the Software Development Team in order to verify the resolution of such issues.
- Participated in the selection of the QA Automation tool.

## **EDUCATION**

*Bachelor of Information Technology* - June 2012  
**American InterContinental University** Weston, FL

*Associate of Arts Business Administration and Management* - September 2010  
**American InterContinental University** Weston, FL