Luis Ospina | 778-984-4130 | luisfernandoospinapacheco@gmail.com | Surrey, BC

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SKILLS

Programming Languages: JavaScript, TypeScript, SQL, HTML, CSS, Markdown, JSON
Tools & Frameworks: Playwright, Postman, TestRail, Git, CircleCI, JIRA, Confluence, Salesforce, Intercom
Testing & QA: Automation Testing, Manual Testing, Web & Mobile Testing, Regression Testing, Test Case Management, Test Planning, REST API Testing, SDLC/STLC
Additional Skills: SSO (Okta), MS Office & Google Workspace, Communication, Teamwork, Leadership, Time Management, Bilingual: English & Spanish

WORK EXPERIENCE

QA Engineer | Fatigue Science | Vancouver, BC | January 2023 - Present
- Designed and implemented a scalable UI automation test suite using Playwright (JavaScript) and the Page Object Model pattern, improving test efficiency and maintainability across key web features.
- Reviewed and provided feedback on JIRA acceptance criteria during early dev cycles to ensure clarity, eliminate ambiguity, and support test coverage.
- Configured CircleCI to schedule nightly UI test runs, enabling early detection of regressions and improving release stability.
- Coordinated test case creation, data setup, and ticket verification across a 3-person QA team, ensuring coverage and balancing workload based on shifting priorities.
- Performed manual testing across iOS, Android, and web platforms, focusing on functional and acceptance testing to verify requirements and validate stakeholder expectations prior to release.
- Reported bugs in JIRA with clear descriptions, reproducible steps, test data, affected environments, and expected vs. actual behavior to support fast triage and resolution.
- Tested REST API endpoints by validating responses, error handling, and formatting to support manual integration checks.

Technical Support Specialist & QA Analyst | Fatigue Science | Vancouver, BC | May 2021 - December 2022
- Resolved 450+ monthly support cases across email, chat, and phone while consistently meeting SLA response and resolution targets.
- Wrote and maintained knowledge base articles for internal teams and customers, enabling faster onboarding and reducing repeat inquiries about new and existing features.
- Led weekly syncs with Customer Success to share case trends, surface blockers, and align on response strategies.
- Built Salesforce reports highlighting resolution times, account-specific issues, and case spikes, helping guide product and support priorities.
- Managed IT onboarding and offboarding by provisioning accounts, configuring profiles, and decommissioning access as needed.
- Trained and mentored 3 new team members, promoting consistency in tool usage, communication, and case handling.

EDUCATION

Bachelor of Technology (BTech) - Information Technology
Kwantlen Polytechnic University | Surrey, BC | September 2018 - August 2022