

Claudia Lizeth Acosta Hernández

Senior QA Engineer & Release Manager

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CORE SKILLS

QA & Testing

Manual Testing, API Testing (Postman, SOAP UI), UAT, Regression, Smoke, E2E, Accessibility

Release Management

Release Planning, Cutover Execution, Risk & Change Management, Deployment Coordination, Incident Tracking

Tools & Platforms

Azure DevOps, Jira, Confluence, SQL Server, DB2, AS/400 (IBM i), Postman, Charles Proxy, BrowserStack

Languages & Frameworks

SQL, Python, Selenium, AS/400 RPG/COBOL, REST/SOAP APIs, Scrum/Agile

AI-Augmented QA

GitHub Copilot, Claude AI, Applitools Visual AI, Postman AI, Sentry AI, Jira AI, TestRail AI, Testsigma, LambdaTest

LANGUAGES

Spanish — Native (C2)

English — Advanced (C1)

CERTIFICATIONS

ISTQB Foundation Level (2017)

Scrum Master Certification (2021)

EDUCATION

Bachelor's in IT Management
Universidad del Valle de México
Mexico City, 2010

PROFESSIONAL SUMMARY

Senior QA Engineer & Release Manager with 13+ years of experience across financial and enterprise platforms (Citi, HSBC, Banorte, AXA, UL Solutions). Specialized in manual and API testing, release orchestration, and quality strategy. Currently expanding into AI-augmented QA and test automation using Python. Combines manual testing expertise with AI-driven validation (Applitools, GitHub Copilot, Claude AI, Postman AI, Sentry AI) to accelerate test design, detect visual/UI anomalies, stabilize frameworks, and validate scenarios traditional automation can't cover. Has led 25+ production releases with zero major incidents.

13+

Years Experience

25+

Releases, Zero Incidents

4.6–4.7

App Store Ratings

WORK EXPERIENCE

Senior QA Engineer / Cutover Manager — TechBridge (UL Solutions)

May 2025 – Present

Consumer Product Testing Portal — multisite enterprise deployment

- Introduced AI-assisted test design using Copilot and Claude AI, reducing test creation time
- Used Applitools Visual AI to detect UI inconsistencies across multisite deployments
- Built initial Python scripts for smoke automation in dev/QA environments
- Reduced active bug backlog by 40% through structured triage and AI-assisted clustering
- Coordinated risk assessment and dependency mapping across cross-functional teams

Azure DevOps · Postman · Claude AI · Applitools · Sentry AI · Jira AI

Release Manager & Senior QA Engineer — Globant (Citi Bank)

Apr 2022 – May 2025

Account Opening Website — automated customer validation and approval workflows

- Used AI tools to analyze logs, cluster defects, and accelerate root-cause identification
- Designed 500+ test cases enhanced with AI-generated edge cases
- Coordinated automation + manual QA teams to improve release readiness
- Applied visual testing (Applitools) to ensure UI consistency across browsers

Azure DevOps · Postman · Claude AI · Applitools · Sentry AI · Jira AI

Release Manager & Senior QA Lead — Globant (HSBC)

Apr 2021 – May 2022

Global Banking Application — Java multi-country platform deployed in 8+ regions

- Delivered 10+ releases with zero major production incidents across multi-country rollouts
- Improved app store rating from 4.2 to 4.7 stars through rigorous pre-release QA cycles
- Managed hotfix deployments and coordinated rollback procedures for time-sensitive incidents
- Promoted from Senior QA → QA Lead → Release Manager within 13 months

Jira · Postman · SQL Server · Scrum