



JOSÉ ARTURO GONZÁLEZ BERNAL

ZAPOPAN, MÉXICO • 3318565138

DETAILS

Zapopan, México
3318565138
jagbcc@gmail.com

LINKS

[https://www.hackerrank.com/
profile/jagbcc](https://www.hackerrank.com/profile/jagbcc)
[www.linkedin.com/in/josé-
arturo-gonzález-
bernal-06a842175](https://www.linkedin.com/in/josé-arturo-gonzález-bernal-06a842175)

COMPETENCIES

Analytical thinking skills

Programming Languages:
Java, C, C++ SQL

Creative problem solving

Experience with agile
methodologies

Usability and UX Testing

Experience in functional,
regression, integration
testing

PROFILE

I am a Computer Systems Engineering graduate from the University of Guadalajara, with a 7-year track record in the Testing field. Throughout my career, I have developed advanced skills in programming languages such as Java, C, and C++ and SQL for relational databases.

My experience includes both **Manual Testing** as well as learning **Automation Testing**, which has allowed me to gain a deep understanding of software validation processes to improve product quality. My approach focuses on continuously finding new solutions and striving for continuous improvement in software development and testing.

WORK EXPERIENCE

Manual Tester en Tata Consultancy Services de México S.A de C.V . Guadalajara

July 2017

- Planning, design and execute test cases for the Citibanamex customer communications service; tools used: Jira, ALM, MS Office. In addition to identifying and follow defects, and ensuring that the client's requirements were perfectly met.
- Planning, design and execute tests on the user interface of a delivery planning tool in Front End at UPS including verification of the REST APIs and microservices as well as the structure and integrity of inserted data in the database. Tools used included MS Office, MS SQL Server and Postman.
- Documentation and testing in a project for PepsiCo to upgrade and streamline a database reporting system. The available food information was verified to be consistent and stable in the database. The test plan and its test cases were documented.
- File management in the SAP system inbox and redirecting to the corresponding modules for reporting, as well as user access management such as password recovery and adding users.

Bilingual Customer Service Representative en Teleperformance . Guadalajara

January 2017 — May 2017

Receiving calls in the DirecTV Customer Service area bilingual service, answering calls from customers who need assistance or information, including:

- Providing technical or product support
- Managing complaints and claims
- Sales and Offers / Case Tracking / Use of Tools and Software
- Compliance with Procedures and Standards

EDUCATION

Ingeniería en Computación, Universidad de Guadalajara, Guadalajara

BACHELOR DEGREE for Information Technologies.

COURSES

Golden Badge at Problem Solving with Java, hackerrank.com