Francisco Diaz

Zaragoza, España.

(+34) 673434806
francisco.diaz.flores@gmail.com

ASTQB Certified Quality Assurance Engineer with 10+ years of experience; has ensured the quality, reliability, and performance of various types of software applications; ranging from web and mobile apps, CMS integrations, voice apps, crypto platforms, to the latest Agentic AI trends.

EXPERIENCE

NIMIQ — Senior Quality Assurance Engineer

APRIL 2022 - PRESENT

Key achievement: Established a comprehensive test strategy that includes the design and implementation of an automation framework and test processes, including test plans and test cases for all of Nimiq's products, to ensure their overall stability and quality in accordance with the project's objectives, requirements and schedule.

- Defined the approach and scope of the testing efforts by choosing the appropriate automation framework and carefully selecting test cases suitable for automated testing. Each test case included in the regression is integrated to an automated Test Rail updater to streamline the execution process.

- Created an automated test report suite that integrates Slack Notification, HTML reports, CI workflows and Github Pages / Netlify, to summarize test results and defects statuses at the end of each run. This helps to determine the effectiveness of the testing process.

- Planned and executed daily automated tests using docker containers and weekly full manual regression tests to validate that all specified functionalities and modules are implemented correctly using the appropriate test data for each test environment.

SYNTHFLOW — Agentic Voice AI Quality Assurance Engineer

FEBRUARY 2025 - AUGUST 2026

Key achievement: Ensured the accuracy, reliability, and functionality of Synthflow's Voice Agents Infrastructure by developing complex testing strategies that focus on edge cases, user experience evaluations, and regression tests, while providing human intuition and oversight.

- Meticulously planned, wrote, and executed Voice AI test cases; reported defects; and validated new functionalities, settings, and requirements. This included multilingual testing of TTS/STT, Finite State Machine flows, log accuracy, and telecommunications integration via LiveKit and FreeSWITCH for outbound and inbound calls.

- Tested user/Voice AI multi-turn goals that required agent-initiated

CERTIFICATIONS

M.Sc. Applied Economics and Project Analysis, Finance and Investments.

ISTQB - Certified Tester Foundation Level.
Postman - API Test Automation.
Google - Crash Course on Python.
IELTS - General Training Band Score 7.5

AUTOMATION TESTING SKILLS

Test Automation Framework Development (**Playwright, Nightwatch JS, Appium**)
Test Script Development (**Javascript, BDD/ Gherkin, VS Code IDE**)
Test Execution and Reporting (**Allure HTML Reporter, Nightwatch HTML Reporter on Github Pages / Netlify, TestRail**)
Source Code Management (**Github**)
Familiarity with CI/CD Integration, Infrastructure, Platform Configuration, and

interactions with external tools such as CRMs, scheduling tools, email, call transfers, and API queries (e.g., HubSpot, GoHighLevel, ElevenLabs, Cal.com, Bubble, and chucknorris.io).

- Evaluated and monitored the quality of TTS voices, STT transcripts, turn latency, RAG queries, interruption handling (noise cancellation), dead air reminders, and context-aware interactions. Also assessed the agent's ability to adapt to new information mid-conversation using tools such as Google Cloud Logs Explorer, Honeycomb.io, Twilio Console, Grafana, and Homer.

Versa Agency — *Quality Assurance Engineer*

JANUARY 2019 - MARCH 2022

Key achievement: Increased technical knowledge of project's stakeholders regarding testing procedures to help them understand the importance of testing during early stages, how testing improves overall quality and how testing industry standards works in real life scenarios. This translated into the reduction by 50% of the amount of user stories with incomplete information.

- Developed test cases, scripts, plans and procedures for testing Alexa Skills and Google Actions projects, diminishing the amount of resources needed to verify all of their requirements by 70%.

- Identified testing challenges for emerging technologies projects which allowed the quality assurance department to optimize and focus testing efforts based on the risk of the different areas, technology limitations and test conditions.

- Explored new technologies, testing methods and tools to establish new testing guidelines and created point of reference documentation which allowed a standardization of testing procedures and workflow for UAT handover to gain confidence that each project meets client's requirements.

Rain Agency — *Quality Assurance Department Manager*

FEBRUARY 2015 - DECEMBER 2018

Key achievement: Lead quality Assurance testing activities during 15 months for Campbell's Soup main marketing ecosystem. Which consisted in the development of a Hub Website, Mobile App and Amazon Alexa Skill.

- Coordinated and reviewed Quality Assurance department activities and assessments to meet industry standards and client requirements which translated into 90% customer satisfaction.

- Established formal Quality Assurance department methodology, test management plans, defect management plans, overall test policies and procedures and workflow processes to include quality checks in 100% of projects.

- Ensured ongoing training of Quality Assurance Department staff and developed a performance evaluation tool that provides bi-monthly improvement suggestions.

Secret Management. (**Github Actions Workflows, YAML File, Docker Containers, BrowserStack Integration**)

Cloud Based Cross-browser Testing Tools and Device Farm Testing (**BrowserStack / Percy**).
Codeless Cloud-based Automated Website Testing and Monitoring (**Ghost Inspector)**.
GraphQL API and Rest API Automation Testing (**Postman**).
Familiarity with Cloud-based Load Testing and Java Load Testing (**Blaze Meter, JMeter**).

MANUAL TESTING SKILLS

Defect Management Tools (**Jira - Issues Layout, Tracking, Bulk Import, Board Settings, Workflows, Roadmaps, Sprint Planning**).
Roadmap and User Stories Prioritization (**Airtable**).
CMS Testing (**Dato, Umbraco, Sitecore, WordPress**).
WordPress Custom Post Types and Custom Fields Testing.
Google Analytics Testing.
Test Documentation Writing (**Confluence, Notion**).
Alexa Skills Test Execution.
Accessibility (**Wave, Arc Toolkit**).
E-Commerce Test Planning (**Wordpress WooCommerce**).
VUI Review (**Figma**).