

GABRIEL PAEZ

M.Sc. Chemical Engineer | Software Quality Engineer

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Summary

Results-driven **Software Quality Engineer** with expertise in **test automation**, AI-powered testing tools, and agile methodologies. ISTQB Foundations certified with a proven track record in leading quality initiatives, delivering complex features, and mentoring engineering teams. **Skilled** in Python automation, CI/CD pipeline optimization, and cross-functional collaboration. Recognized for driving innovation through AI tool development, achieving measurable cost savings, and maintaining high-quality standards across enterprise SaaS platforms.

Experience

Qualtrics XM

Mexico City, Mexico

Software Test Engineer II

05/2024 - Present

Key Technologies: Python, KIT Framework (Selenium/Pytest), Jenkins, GitLab, Qase, JIRA, Cursor AI (rules and commands), BrowserStack, Spinnaker, AI Testing.

- **Own end-to-end quality engineering** for six product areas, serving as the only team member with comprehensive expertise across all XMD products, delivering **15+ complex features (EAs/GAs)**, including AI-powered capabilities.
- Managed on-call responsibilities for **weekly and daily microservice releases**, executing deployment verification tests (DVTs) and regression testing across multiple environments.
- **Improved test pass rates** from **70% to 90-92%** through automation. Advanced CI/CD pipelines for 4 microservices with automated testing in Spinnaker.
- **Took ownership** of Test Plan AI tool and AI Test Run Analyzer, implementing prompt engineering enhancements and leading Kaizen initiative that achieved organization-wide adoption and accelerated test failure analysis across the QE organization.
- **Led** Contact History Archive testing initiative resulting in **\$16,829/month cost savings**, conducted quarterly Second-Level Analysis on 61+ customer incidents to drive preventive quality measures.
- **Handover of 94 automated tests** to QE team. Set up GitLab repo, configured Jenkins pipeline, created Qase test suite. Provided documentation and support ensuring ownership transfer without regression issues.
- **Completed QE AI Upscale program** and became a certified interviewer, conducting technical interviews and mentoring new team members through successful onboarding and feature delivery.

Aspen Technology

Mexico City, Mexico

Software Quality Engineer II & Scrum Master

07/2023 - 05/2024

- **Quality lead** for the first release of a new web application in the Aspen Unified Sustainability platform, achieving zero issues throughout various development milestones.
- **Led quality engineering** for the first release of the Aspen Unified Sustainability platform, developing and executing over 90 comprehensive test cases covering features, performance, and AI assistant functionality, while orchestrating Alpha and Beta release cycles with customer environment validation.
- **Selected as Scrum Master**, conducting PI planning, feature grooming, and daily stand-ups while coordinating cross-functional teams across multiple locations to define scope, align deliverables, and meet milestones.
- **Implemented** Behavior-Driven Development principles and a test-first workflow, collaborating with the development team to create 20 automated test scripts using SpecFlow and C#, while managing and mentoring a team of two Quality Engineers across Shanghai and Mexico offices.
- Provided **leadership** continuity during supervisor absence, managing a quality team of six engineers in the Mexico City office, and was the only QE from Mexico to present at the AspenTech Tech Summit 2023 in Houston, winning the People's Choice Award.

Aspen Technology

Mexico City, Mexico

Software Quality Engineer

01/2023 - 07/2023

- **Conducted** thorough **manual testing** of software applications, identifying and reporting defects.
- **Developed and implemented automated test scripts** using SpecFlow and C# to enhance testing efficiency.
- **Collaborated** with stakeholders to define test cases and project requirements.
- **Ensured** quality and reliability of software installations in cloud environments.
- **Monitored test results**, analyzing patterns to improve testing strategies.
- **Guided** development team, ensuring adherence to quality standards.
- Collaborated with **cross-functional teams** to coordinate testing efforts under SAFe framework.

Experience

Aspen Technology

Mexico City, Mexico

Technical Support Engineer

01/2021 - 01/2023

- Interacted with global clients in the **NALA and EURA regions**, providing technical consulting, sales engineering, and support services.
- **Collaborated** directly with R&D, QA, and Product Managers to address defect triages and discuss product enhancements, improving customer support alignment.
- Recognized as a **top performer** for driving adoption of Aspen Basic Engineering (ABE) with key accounts.
- **Published technical articles** and conducted product demonstrations to support sales efforts and enhance customer engagement.
- Served as **Product Champion** for Aspen HYSYS, Petroleum Refining, and Aspen Basic Engineering, while supporting Aspen Plus and Aspen Flare System Analyzer.
- **Resolved customer issues** through direct collaboration and regular case review meetings with Tier-1 petrochemical companies.
- **Led the team** in the supervisor's absence and conducted interviews for potential candidates to fill open positions within the team.

Education

Universidad Nacional Autónoma de México

2017 - 2019

Master of Science in Engineering, Chemical and Process Engineering

- Conducted research on the economic evaluation of hydrotreating and coking processes for **heavy crudes**.
- Developed a **MATLAB** model to predict product yields, achieving a \$12.5 USD per barrel economic benefit.
- **Co-authored the paper** Combination of hydrotreating and delayed coking technologies for conversion of residue published in the Chinese Journal of Chemical Engineering on June 20, 2023.

Universidad de Carabobo

2009 - 2015

Bachelor of Science (B.S.) in Chemical Engineering

- Project: Development of free software for solving problems applied to thermodynamics in **Java**
- Side projects: Undergraduate Teaching Assistant - Computer Programming, I & II Course (Visual Basic)

Languages

English Full professional proficiency

Spanish Native

Skills

Test Automation & Frameworks: Python · Selenium · Pytest · KIT Framework

Testing Methodologies: Manual Testing · Automated Testing · Accessibility Testing · API Testing · Configuration Testing · Globalization Testing

AI & Development: AI Testing · Prompt Engineering · Web App Development · MATLAB

CI/CD: Jenkins · GitLab · Azure DevOps · Spinnaker

Tools: BrowserStack · Qase · TestRail · JIRA · Aspentech Suite (HYSYS/Refining · Plus · Aspen Basic Engineering)

Methodologies & Leadership: ISTQB Foundations certified · Agile Methodologies · Scrum · SAFe