

Hassan Alvarado

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SUMMARY

QA Automation Architect with 13+ years supporting global **e-commerce** quality programs, including 7+ years building automation and more than 2 years guiding architecture decisions. Hands-on work covers **WebdriverIO, TypeScript, Cucumber**, Jenkins, npm, GitLab, API testing, Zephyr, JIRA, SAP E-commerce back-office validation, and Kibana diagnostics. Has shaped shared frameworks, release controls, test strategy, and production investigation across multi-environment and multi-region platforms. Partners with engineers, product leaders, and distributed QA teams during Agile and Scrum sprint cycles. Mentors automation specialists, clarifies release risk, and turns fragmented regression coverage into maintainable, trusted feedback. Ready to help Northstar Quality Systems strengthen delivery confidence through practical architecture, clear communication, and dependable quality engineering.

EXPERIENCE

QA Automation Architect

Clearwater Commerce Group

July 2024 - Present

Austin, Texas

- Leads automation architecture for a **multi-region** SAP E-commerce platform, guiding framework standards, pipeline quality, API coverage, diagnostic practices, and mentoring across web and mobile programs.
- Defined WebdriverIO architecture with TypeScript **page objects** for shared regional web and mobile coverage.
 - Reorganized Cucumber features and **npm** workflows, linking acceptance criteria with **Zephyr** and JIRA results.
 - Integrated Jenkins pipelines with GitLab controls, **parallel execution**, configuration, and **failure artifacts** for releases.
 - Established API checks for catalog, pricing, order, and account services before end-to-end validation.
 - Led Kibana investigations into intermittent checkout and back-office defects across regional environments.
 - Mentored eight QA engineers through framework reviews, Cucumber practices, troubleshooting, and Scrum quality ownership.

QA Automation Lead

Redwood Market Technologies

January 2022 - June 2024

Raleigh, North Carolina

- Directed automation delivery for SAP E-commerce storefront and back-office workflows across currencies, fulfillment rules, promotions, regional catalogs, and distributed Scrum teams.
- Led SAP **E-commerce** automation across storefront and back-office workflows for regional catalogs and promotions.
 - Consolidated **WebdriverIO** suites with TypeScript fixtures and data services for desktop and mobile coverage.
 - Built **Jenkins** and **GitLab** stages for smoke, regression, API, and post-deployment checks by release risk.
 - Connected automated results with Zephyr plans and **JIRA** defects for traceable order and payment testing.
 - Diagnosed release failures through Kibana correlation, network inspection, and targeted API replay during active windows.
 - Facilitated sprint quality planning and **mentoring** for a distributed QA group across three regions.

Senior QA Automation Engineer

Blue Harbor Digital Commerce

September 2019 - December 2021

Columbus, Ohio

- Delivered automation and quality analysis for customer commerce journeys, SAP **E-commerce** administration, shared environments, API services, and release candidate validation.
- Automated registration, search, cart, checkout, returns, and SAP E-commerce administration workflows across environments.
 - Developed **TypeScript WebdriverIO** components and Cucumber scenarios from readable acceptance criteria for reusable coverage.
 - Added **REST API** validation for product, customer, order, and inventory services to shorten failure diagnosis.
 - Configured Jenkins jobs and npm scripts for branch validation, nightly regression, and release candidate testing.
 - Managed Zephyr evidence and JIRA relationships, clarifying business impact for developers and product owners.
 - Investigated regional failures with **Kibana logs**, payloads, and environment comparisons before documenting safeguards.

QA Automation Engineer

Summit Retail Platforms

June 2016 - August 2019

Nashville, Tennessee

- Expanded browser and API automation for retail customer and administrative journeys, supporting integration, QA, staging, mobile validation, and **Scrum** release discussions.
- Introduced **WebdriverIO, TypeScript**, and Cucumber patterns for high-use customer and administrative journeys.
 - Created npm utilities for test data, authentication, browser capabilities, and environment selection across systems.
 - Implemented API checks for catalog and order services alongside user-facing workflow assertions.
 - Maintained Jenkins jobs and GitLab pipelines for smoke and regression execution with triage evidence.
 - Recorded execution evidence in Zephyr and analyzed JIRA trends during release-readiness discussions.
 - Participated in mobile browser validation and cross-environment **troubleshooting** through logs and network traces.

QA Analyst

Pioneer Software Services

June 2013 - May 2016

Louisville, Kentucky

Performed functional, regression, integration, exploratory, API, and early SAP E-commerce back-office testing while building foundational automation and Scrum quality practices.

- Executed functional, regression, integration, and exploratory testing for retail web applications and back-office workflows.
- Converted requirements into structured cases covering accounts, catalogs, pricing, orders, and fulfillment.
- Built Selenium and JavaScript checks that supported transition toward **WebdriverIO** and **TypeScript** automation.
- Validated REST responses with reusable data and documented JIRA defects with reproducible evidence.
- Maintained Zephyr plans and coordinated retests with developers during two-week Scrum sprints.
- Reviewed application messages and presented release-risk findings during QA and product reviews.

PROJECTS

Multi-Region Commerce Quality Framework 📅 2025

Created shared WebdriverIO, TypeScript, Cucumber, API, and pipeline patterns for consistent quality feedback across regional commerce environments.

SAP Back-Office Release Guardrails 📅 2024

Structured back-office validation around catalog, pricing, order, and fulfillment workflows, connecting evidence with Zephyr and JIRA.

Mobile Commerce Regression Program 📅 2023

Extended browser automation practices across mobile platforms, regional configurations, and release checks for customer-facing commerce journeys.

LEADERSHIP & AWARDS

- Quality Engineering Excellence Award, Clearwater Commerce Group, 2025
- Engineering Partnership Recognition, Redwood Market Technologies, 2023
- Pioneer Software Services Rising Contributor Award, 2015

EDUCATION

Bachelor's Degree in Information Systems

2013

University of Kentucky GPA: 3.5

Lexington, Kentucky

Coursework: Software quality assurance, database systems, systems analysis, project management

CERTIFICATIONS

- ISTQB Certified Tester - Foundation Level 📅 2015
- Certified ScrumMaster 📅 2018

TECHNICAL SKILLS

- **Browser Automation:** WebdriverIO, Selenium, TypeScript
- **Behavior Testing:** Cucumber, Gherkin, acceptance criteria
- **Continuous Integration:** Jenkins, GitLab CI, npm
- **API Testing:** REST APIs, service clients, response assertions
- **Test Management:** Zephyr, test plans, execution evidence
- **Issue Tracking:** JIRA, defect analysis, workflow tracking
- **SAP Commerce:** SAP E-commerce, storefront testing, back-office testing
- **Observability Tools:** Kibana, application logs, browser traces
- **Mobile Quality:** Mobile browser testing, device coverage, responsive validation
- **Delivery Methods:** Agile, Scrum, sprint cycles
- **Test Design:** Regression testing, integration testing, exploratory testing
- **Source Control:** GitLab, merge controls, branch workflows

SKILLS

- WebdriverIO
- npm
- JIRA
- Agile Scrum
- TypeScript
- GitLab
- Kibana
- Test strategy

- Cucumber
- API testing
- Mobile testing
- Regression testing
- Jenkins
- Zephyr
- SAP E-commerce

PROFESSIONAL AFFILIATIONS

- QA Automation Community Mentor, Austin Quality Engineering Meetup, 2024 - Present
- Internal WebdriverIO Standards Working Group, Clearwater Commerce Group, 2024 - Present
- Agile Quality Practices Mentor, Redwood Market Technologies, 2022 - 2024

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST