

Carlos Pomares

QA Tester | Manual Testing, APIs and SQL

La Paz, Bolivia | Open to remote opportunities

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Professional Summary

Quality Engineer with 7+ years in software QA at Jalasoft. Experience includes functional and regression testing, SQL data checks in Snowflake, API testing with Postman, and defect follow-up with customers and engineering teams. Also led a five-person QA team. Spanish native; English advanced (C1).

Professional Experience

Jalasoft | Quality Engineer

January 2019 - September 2026 | Client assignment: FM Systems

- Performed manual functional and regression testing within Agile development cycles for customer-specific software implementations, application features, releases, and hotfixes.
- Validated project data from pipeline outputs through dashboard results. Wrote SQL queries, frequently using CTEs, to check Snowflake data, compare outputs, and investigate discrepancies.
- Tested APIs and GraphQL responses with Postman, checking returned data and application behavior against requirements.
- Reported and tracked defects, verified fixes, and coordinated with customers and engineering teams to troubleshoot issues and clarify expected behavior.
- Defined data validation requirements and logic, then used AI-assisted Python scripts to run queries, compare outputs, and prepare triage reports.

Jalasoft | QA Lead

April 2022 - March 2023

- Led five QA professionals, coordinating daily work, testing priorities, and preparation for customer releases and User Acceptance Testing (UAT).
- Worked with customers, stakeholders, and engineering teams to clarify requirements, plan resources, and define testing scope.
- Created test plans for development cycles, ad hoc releases, hotfixes, and rollbacks; escalated issues and developed application training materials.

Additional Experience

Jala University | QA Trainer

April 2021 - 2026 | Intermittent engagements

- Designed and delivered training in manual QA methodologies and practices through intermittent engagements, approximately six months per year.
- Developed course materials and practical exercises, updated curriculum, and guided students through QA concepts and problem-solving.

ProcessMaker | L2 Customer Support

September 2017 - December 2018

- Provided L2 technical support for the ProcessMaker BPM web application, including installation and dependency troubleshooting.
- Investigated unexpected behavior through logs and system performance analysis; reported bugs and feature requests to L3 Engineering.
- Kept customers informed about investigations, solutions, and technical decisions.

Technical Skills

Software QA: Agile development, manual functional testing, regression testing, test planning, defect tracking and fix verification, UAT coordination; Zephyr test case management and maintenance.

APIs and data: Postman, GraphQL, API testing, SQL, CTEs, Snowflake, data validation.

Accessibility: Brief experience working with WCAG accessibility standards.

Tools and collaboration: Jira, Confluence, Zendesk, Power BI, Jupyter; customer and engineering communication; release support.

Education

Computer Science Degree | Escuela Militar de Ingeniería

La Paz, Bolivia | 2016

Professional Development

Data Engineering Bootcamp | In progress since September 2026; topics include SQL, data modeling, Databricks, Delta Lake, Python, PySpark, and Workflows.

SCRUM Master Certified | ScrumManager | 2019

Data Analytics Essentials | IBM, Coursera

Platzi coursework: Data Analysis with Power BI; Python Fundamentals; Python: Comprehensions, Functions and Error Handling; Data Visualization for Business Intelligence.

Languages

Spanish: Native | English: Advanced (C1)