



Sergio Bryant

Software Development Engineer in Test, Customer Systems

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STRENGTHS

- 🎯 **Risk based testing**
Prioritized customer critical paths during release planning, giving teams useful signals when time was limited.
- 🔍 **Failure investigation**
Used logs, traces, and controlled reproduction steps to turn uncertain failures into actionable engineering work.
- 👥 **Collaborative delivery**
Worked closely with engineers, product teams, and operations partners, building trust through clear evidence.
- ⚙️ **Automation judgment**
Balanced reusable regression coverage with exploratory sessions, keeping testing practical as features changed.
- ❤️ **Customer empathy**
Tested recovery, accessibility, and varied support states so customer journeys felt consistent under stress.

SKILLS

Automated Testing

Quality Engineering

Functional Testing

Integration Testing

Regression Testing

Exploratory Testing

End to End Validation

Web Application Testing

Service Testing Test Design

Test Architecture

Defect Investigation

Release Readiness

SUMMARY

Software Development Engineer in Test with 7 years and 3 months of experience validating customer facing **applications**, **service integrations**, and high volume support workflows. Builds maintainable automated testing solutions for web applications, APIs, regression suites, and end to end customer journeys. Leads risk based test planning, exploratory testing, defect investigation, release readiness, and **production quality verification** across online support and assisted service experiences. Partners with software engineers, product teams, and operations stakeholders to isolate failures, clarify customer impact, and improve delivery confidence. Brings practical judgment to accessibility sensitive scenarios, performance awareness, distributed systems validation, and recovery behavior across phone, chat, email, and social support channels. Ready to contribute strong quality engineering discipline to reliable, inclusive **customer systems** serving large global audiences.

EXPERIENCE

Senior Software Development Engineer in Test, Customer Systems

Lone Star Support Technologies 📅 January 2024 - Present 📍 Austin, TX

Lead quality engineering for customer support **web applications** and service integrations across self service and **assisted service** journeys. Guide automation architecture, release validation, defect analysis, mentoring, and risk decisions for customer facing changes.

- Led **release validation** for customer support applications, protecting critical **self service** workflows during frequent deployments.
- Designed reusable browser and service tests, keeping regression coverage maintainable as product behavior evolved.
- Investigated distributed failures through logs and traces, giving engineers clear evidence for faster defect resolution.
- Shaped risk based release decisions through **exploratory testing**, regression results, and documented residual customer risk.
- Validated accessibility scenarios and recovery states, improving consistency across supported customer interaction paths.
- Mentored quality engineers on **test architecture** while coordinating priorities with engineering, product, and operations partners.

Software Development Engineer in Test, Service Platforms

Hill Country Service Platforms 📅 July 2021 - December 2023 📍 Austin, TX

Owned end to end validation for **customer service** applications linking online support with agent workflows. Strengthened integration coverage, performance awareness, defect triage, and regression signals across high volume customer journeys.

- Owned end to end validation for **online support** and agent workflows, preserving continuity across service channels.
- Expanded integration tests around service contracts, catching interface regressions before broad **release validation** began.
- Built data driven scenarios for valid inputs, dependency failures, retries, and customer recovery behavior.
- Performed **performance** focused checks on critical workflows, identifying response and stability concerns before major traffic events.
- Triaged defects with **logs** and reproducible evidence, shortening investigation cycles across application and service teams.
- Reorganized regression suites by customer risk, giving release teams clearer signals for production decisions.

Quality Automation Engineer, Customer Applications

Capitol Customer Software 📅 January 2020 - June 2021 📍 San Antonio, TX

Risk Based Testing

Performance Testing

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Software Development Engineer in Test, Customer Systems at Lone Star Support Technologies (2.8 Years)
- Software Development Engineer in Test, Service Platforms at Hill Country Service Platforms (2.4 Years)
- Quality Automation Engineer, Customer Applications at Capitol Customer Software (1.4 Years)
- Junior Quality Engineer, Web Services at Alamo Web Services (5 Months)

Developed automated functional coverage for customer facing web features and internal support tools. Supported **integration validation**, exploratory testing, release verification, test data design, and technical documentation for interconnected **services**.

- Converted repeatable manual scenarios into automated functional checks for customer facing web features.
- Tested interface and **service integrations**, verifying consistent data across customer support workflows.
- Created varied account and support states, improving coverage of boundary conditions and realistic service interactions.
- Performed exploratory sessions before release, documenting usability issues and recovery problems with concise technical evidence.
- Executed prioritized regression suites, separating product defects from environment and automation failures.
- Shared recurring failure patterns with engineers, strengthening team awareness of quality risks across connected components.

Junior Quality Engineer, Web Services

Alamo Web Services 📅 July 2019 - December 2019 📍 San Antonio, TX

Executed supervised functional testing for web based customer service features and routine releases. Built foundational experience with test cases, defect evidence, browser checks, smoke testing, and post deployment verification.

- Executed structured functional tests for **customer service** features against defined acceptance expectations.
- Created repeatable cases for common journeys and edge conditions, expanding routine regression coverage.
- Verified fixes in test environments and captured reproduction evidence for persistent issues.
- Checked forms, navigation, account states, and error handling across supported browser configurations.
- Maintained defect and test records, linking observed behavior with affected workflows and release builds.
- Contributed to **smoke testing** and post deployment checks under senior quality guidance.

PROJECTS

Multichannel Support Quality Framework 📅 2024

Created a reusable quality framework for online support, assisted service, and service integration scenarios. The work organized critical customer paths, recovery cases, and release evidence into a clearer operating model for dependable validation.

Customer Journey Reliability Program 📅 2023

Built a focused validation program for high volume customer journeys crossing online and agent workflows. Data driven scenarios exposed interface, retry, and stability risks before broader release activity.

LEADERSHIP & AWARDS

- Recognized by engineering partners for clear defect evidence and practical release risk decisions.
- Selected to mentor quality engineers on reusable automation, exploratory testing, and failure analysis.
- Trusted by release teams for dependable validation across customer facing service changes.

EDUCATION

Bachelor of Science in Computer Science

University of Texas at San Antonio 🎓 GPA: 3.5 📅 2019 📍 San Antonio, TX

Coursework: Software testing, Algorithms, Database systems, Distributed systems

CERTIFICATIONS

- ISTQB Certified Tester Foundation Level 📅 2021

- Certified Agile Tester 📅 2022

TECHNICAL SKILLS

- **Programming Languages:** Java, Python, JavaScript
- **Test Automation:** Selenium, Playwright, Cypress
- **API Testing:** REST, Postman, JSON
- **Test Management:** Test cases, Test suites, Traceability
- **Defect Management:** Jira, Bug reports, Root cause analysis
- **Performance Testing:** Load testing, Response time, Stability testing
- **Web Testing:** Browser testing, Forms, Navigation
- **Integration Testing:** Service contracts, Data consistency, Workflows
- **Quality Methodologies:** Regression testing, Exploratory testing, Risk based testing
- **Delivery Practices:** Release validation, Smoke testing, Production verification
- **Accessibility Testing:** Inclusive scenarios, Error recovery, Customer states
- **Observability:** Logs, Request traces, Test evidence

PROFESSIONAL AFFILIATIONS

- Association for Software Testing member, engaged with practical quality engineering discussions.
- Austin technology community participant, exchanging ideas on reliable customer systems and testing practice.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST