

Chris Arroyo

Software QA Engineer

PROFILE

Experienced Quality Assurance Engineer and Entrepreneur with over a decade of expertise in test automation, manual testing, and app development. Skilled in leading QA teams, designing innovative hardware and software solutions, and creating engaging user experiences. Founder of Venture Quest, a mobile and web app combining technology and creativity to deliver interactive scavenger hunts and quests. Passionate about continuous improvement, problem-solving, and delivering high-quality software solutions.

EXPERIENCE

Senior Quality Assurance Engineer, Monovo — 2022 - Present

- Established the QA department and implemented best practices to enhance testing efficiency and reduce technical debt.
- Conduct manual and automated testing for web, mobile, and Bluetooth hardware applications.
- Developed and maintained continuous testing pipelines using industry-standard tools.
- Identified, documented, and tracked bugs, collaborating with cross-functional teams to address issues.
- Worked with Product and Tech teams to improve processes, ensuring seamless product updates.

Founder, Developer, and Designer, Venture Quest — 2024 - Present

- Created and launched a mobile app with over 100 users, offering interactive scavenger hunts and quests.
- Built a Firebase-powered web admin tool for quest creation, user management, and progress tracking.
- Host monthly quests with rewards to test new features, achieving positive user engagement.
- Manage all aspects of the business, including development, design, marketing, and support.

- Utilized Flutter for app development and Firebase for backend services and user management.

Quality Assurance Engineer → Senior Quality Assurance Engineer → QA Test Lead, 365 Retail Markets — 2017 - 2022

During my tenure at 365 Retail Markets, I advanced from QA Engineer to Senior QA Engineer, and ultimately QA Test Lead, contributing to mobile and web application testing, automation, and team leadership. Key achievements include:

Test Automation:

- Designed and maintained automation frameworks using Selenium and Appium, transitioning manual test cases into automated workflows.
- Implemented continuous testing pipelines using Azure DevOps to integrate automation into CI/CD processes, improving efficiency and reducing bugs.

Innovative Testing Solutions:

- Engineered a credit card testing machine using Raspberry Pi, Arduino, motors, and 3D-printed parts to automate physical card swipe tests, enabling unprecedented test coverage.

Team Leadership:

- Led a team of 4–5 QA engineers (onshore and offshore), developing test plans, delegating tasks, and mentoring team members in automation and QA best practices.
- Fostered collaboration through regular team meetings and ensured alignment on testing strategies and deadlines.

Mobile Application Expertise:

- Specialized in Android application testing, addressing critical issues and improving regression testing accuracy.

Cross-Functional Collaboration:

- Worked closely with development, product, and QA teams to deliver high-quality software releases and innovative solutions.

This role allowed me to deepen my technical expertise, take on leadership responsibilities, and drive impactful innovations in QA processes.

Quality Assurance Engineer, SaltStack (Acquired by VMware — 2015 - 2017

- Built automated test cases using Selenium WebDriver and integrated them with TestRail suites.
- Triaged and documented bug reports from the open-source community via GitHub.
- Enhanced Linux and AWS proficiency while testing enterprise-grade software.

Quality Assurance Agent, Otuvy — 2012 - 2015

- Gained foundational QA experience testing web and mobile applications and documenting bugs.
- Developed skills in server monitoring using tools like PuTTY and collaborated with developers to ensure quality releases.

EDUCATION

Utah Valley University — 2015 - 2017

- Completed foundational coursework in Computer Science, focusing on programming, algorithms, and software development.
- Transitioned to self-directed learning to develop technical skills more cost-effectively, achieving proficiency in test automation, app development, and QA processes.

SKILLS

Technical Skills

- Test Automation: Playwright, Appium, Selenium (previous experience), Robot Framework
- Continuous Integration/Continuous Deployment (CI/CD): Azure DevOps, Jenkins, GitHub Actions
- Programming & Development: Flutter, Python, Node.js, Java, Arduino, Raspberry Pi
- Backend & Tools: Firebase (backend services, user management), TestRail, Jira, Git, GitHub
- Testing Expertise: Manual Testing, Regression Testing, Hardware Integration Testing
- Cloud & Infrastructure: AWS, Linux (Ubuntu, Open SUSE, Arch)

