

DAVIS GUANUCHE

Quito, Ecuador (GMT-5) · Remote LATAM / USD compensation
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PROFESSIONAL SUMMARY

Senior QA Engineer with 5+ years validating SaaS platforms and API-heavy integrations for US-based distributed teams, working remotely from Ecuador on US time zones. Specialist in PSA/ITSM integration testing — Autotask, ConnectWise, ServiceNow, Freshservice, and MS Intune — across multi-tenant, high-volume production environments. Strong in risk-based test strategy, Playwright automation, Postman API testing, regression planning, and CI/CD quality practices. Builds AI-assisted QA workflows with Claude, Python, and MCPs to expand coverage while keeping human ownership of test quality.

EDUCATION

PONTIFICIA UNIVERSIDAD CATÓLICA DEL ECUADOR

Engineering, Computational Science

Quito, Ecuador

Feb 2016 – Feb 2022

PROFESSIONAL EXPERIENCE

NINJAONE

Senior QA Engineer

Remote

Jun 2026 – Present

- Own end-to-end test strategy for enterprise PSA/ITSM integrations (Autotask, ConnectWise, ServiceNow, Freshservice, MS Intune) serving various managed service provider tenants, from risk analysis through release validation.
- Built AI-powered QA workflows with Claude, Python, and MCPs that cut test-design and documentation time by ~60%, adopted by QA engineers across the team.
- Standardized requirement-to-test-to-defect traceability across Xray, Jira, Confluence, and Bitbucket, giving release sign-off a single auditable coverage view.
- Serve as technical reference for complex integration scenarios and mentor devs and QA peers on automation practices and risk-based coverage decisions.

QA Engineer

Jan 2023 – Jun 2026

- Owned quality for platform SaaS features and third-party PSA integration workflows, designing functional, integration, regression, and cross-system test strategies on ~2-month release cycles with zero critical escapes to production in 3 consecutive releases.
- Validated bidirectional ticket and asset synchronization under high data volume and multi-tenant load (10K+ records per cycle), surfacing race conditions, field-mapping mismatches, and regression impact before release.
- Validated REST API behavior, payload mapping, authentication flows, and error handling with Postman across third-party integration workflows, isolating root causes from Java service logs.
- Configured Playwright environments and applied Claude-assisted generation to cut regression suite authoring time by ~50%, reviewing and validating every test before adoption.
- Built local Claude-assisted QA tooling with MCPs, reusable skills, and structured prompts, making test planning and environment setup repeatable across the squad.
- Worked autonomously across a 5-hour time-zone spread, partnering with US-based engineers to reproduce defects and improve release reliability.

PRODUCERS NATIONAL CORPORATION

Quality Assurance Analyst

Remote

Aug 2022 – Jan 2023

- Performed end-to-end quality validation for product changes, business workflows, and release-critical behavior in a fully remote US team.
- Improved defect detection rate by structuring test design and documentation, reducing ambiguity in handoffs between QA and engineering.
- Collaborated with cross-functional teams to align testing with business expectations and maintain release quality.

CITYTECH

QA · QC Engineer

Quito, Ecuador

Sep 2020 – Jul 2022

- Executed QA/QC processes across full delivery cycles: test execution, issue tracking, automation build-out, and release validation for 2 client projects.
- Applied Selenium and Cypress for automation coverage, later transitioning focus to Playwright-based workflows.

- Documented defects clearly and tracked resolution with engineering teams, reducing ambiguity and repeat regressions.
- Introduced process improvements that increased consistency of test coverage across delivery teams.

PONTIFICIA UNIVERSIDAD CATÓLICA DEL ECUADOR

Helpdesk Agent (Internship)

Quito, Ecuador

Jan 2020 – Aug 2020

- Provided technical support and incident resolution in an academic IT environment, improving response quality and user support workflows.

PROJECTS

Medical Appointments Platform (Web + Native iOS)

Full-stack scheduling platform (React, Supabase, native iOS) built and validated end to end — reliable user journeys, cross-platform behavior, and QA validation with Claude and Codex as implementation copilots.

AI-Assisted Expense Tracking App

Mobile expense-tracking app built with Expo and Supabase; implemented transaction capture, category tracking, cloud persistence, and QA cycles accelerated through AI-assisted workflows.

Smart Pantry Expiration Monitor

Pantry inventory system with expiration tracking, Telegram notifications, a web dashboard, and Gemini API workflows — includes an evaluation layer that validates LLM output against expected structured results.

CERTIFICATIONS

Generative AI: Introduction and Applications — IBM	Jul 2026
Introduction to Artificial Intelligence (AI) — IBM	Jun 2026
Object-Oriented Design — Coursera	Apr 2026
DevOps with Docker, Jenkins, Kubernetes, Git and GitFlow (CI/CD) — Udemy	Jun 2022
Cypress: Modern Automation Testing from Scratch + Frameworks — Udemy	Apr 2022
Master Software Testing + Jira + Agile on Live App — Udemy	Mar 2022
Git + GitHub Version Control — Udemy	May 2021

SKILLS & INTERESTS

QA: Test Strategy, Integration Testing, API Testing, Test Automation, Regression Testing, Defect Triage, Risk-Based Coverage, Multi-Tenant & High-Volume Validation, SDLC

Automation: Playwright, Cypress, Selenium, Postman, AI-assisted test creation with Claude

API / CI: Postman, Jira, Xray, Confluence, Bitbucket, Git, GitHub, Jenkins, Docker, Kubernetes, CI/CD

AI: Claude, Codex, Gemini API, MCPs, reusable skills, structured prompts, LLM output evaluation, AI-assisted QA workflows

Build / Cloud: Python, Supabase, Firebase, Expo, Flutter, React Native workflows

Product: RMM / PSA / ITSM Platforms, Autotask, ConnectWise, ServiceNow, Freshservice, SaaS, Cross-System Workflows, Agile Collaboration

Languages: Spanish (native), English (advanced C1 — 5+ years working daily with US-based engineering teams)