

Rafael Castillo

Senior Test Automation and Performance Specialist

Profile

Highly motivated IT professional, with more than 10 years of progressive experience in the Banking industry.

As a team player leading from position, I'm dedicated to uplifting my skills as well as helping & mentoring my peers to uplift their capabilities, contributing to efficient and quality customer experiences using cutting edge technology.

Employment History

Senior Test Automation & Performance Specialist at ASB, Auckland

January 2019 — Present

Projects

- Upcoming Transfers (Mobile service developer / Automation tester / QAs)
- Clever cash tax updates (Mobile Service developer/ Automation Tester / QAs)
- Insurance visibility project (Mobile Service developer/ Automation Tester)
- Kafka automation (for mobile only)
- Incidents and problem records (tester)

Achievements

- I Lead a test data management strategy and implementation for the digital tribe using GraphQL, which result in the increase of productivity of tester's and developers
- I Lead the implementation of a device farm that help digital to continue releasing mobile app updates and features during the Covid19 outbreak.

Automation tester Specialist at ASB/Datacom , Auckland

March 2016 — December 2018

Projects

- **Clever cash:** Manual testing, test planning and release activities
- **Foreign exchange feature form:** develop a comprehensive spec flow automation testing suite that is being used until now
- **Online FTPOS:** collaborate with payment tribe to develop a robust automation suite
- **Apple and Google pay** coordinate development with the squad performing the role of scrum master and manual tester, elaborate comprehensive test plan and exit report as well as facilitating defect triage sessions
- Enhancement to payments experience
- Incident and problems records
- P2P Refunds helping operation team reconciling payments

Details

021 0876 5733

rafcasto@gmail.com

Skills

Automation Testing

API Development

Performance Testing

Manual Testing

Frontend Development

Business Analyst

Agile and Scrum

Coaching and Mentoring

Communication and Presentation

Leadership Skills

Hobbies

Taekwondo, Guitar

Languages

Spanish

English

Achievements

- I Lead the implementation of a mobile services and UI automation strategy, giving more confidence when releasing mobile APP updates into production

Technical Lead at PayPal/Rulesware, Austin

January 2012 — June 2015

Responsibilities

- Build new capabilities and onboard new engineers to the Paypal team
- Develop and maintain automation test suites
- Coordinating release activities
- Investigating new technologies and tooling
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Looking after people from other teams as mentor (similar role as community lead)

Achievements

Rulesware did not have a career development plan for testers, since Rulesware is a Pega consultancy company. I influence the VP of operation and other members of the board of directors of Rulesware to develop a career development path for new testers joining Rulesware this development path was based in the ISTQB certification, I was the first employee in taking the certification and then lead some workshops and seminar to help other testers to be certified, Certified test engineers gave Rulesware a competitive advantage over its competitors and soon clients such as PayPal were relaying more in our testing capability.

Test Analyst & Java developer at AVEOS/AEROMAN, El Salvador

January 2010 — October 2012

Responsibilities

- Test planning activities
- test execution and reporting
- defect triage
- Developing E2E application using oracle financial

Achievements

- During my role as test analyst in AVEOS (Canadian company), i was able to understand the principles of agile practices, few months later when the company declare in bankruptcy, I was assign as Java developer in AEROMAN, AEROMAN was used to use waterfall approach to develop their projects, after some discussions with the leadership team, i was able to convince them to implement agile in one of the projects I was working on, after few months of implementing the agile methodology the leadership team saw good results, project not only being finish earlier but also with more quality and less production incidents, they asked me to roll the same way of working to other teams, and it did'nt took long for other teams to adopt the agile methodologies in their project.

Software automation tester and performance Instructor at Hightech Consulting, El Salvador

September 2014 — September 2014

Achievements

I was given the challenge to give a consulting job as instructor for high tech company, I also had to convince my manager at Rulesware that by doing this consultancy job will help me to increase my confidence talking to clients and improve my presentations skills, Rulesware accepted for me to work for another company with the only condition that i will not get paid and I should not disclose any information about the company, I used my annual leave and for two weeks I teach automation with selenium and selenium grid and performance testing using jmeter to a group of 40 software engineers,

Owner at Ciber cafe (Net House), El Salvador

January 2008 — January 2012

Achievements

I started this business when I was 19 year's old and I manage to grow the business from 2 old PCs to new PCs 12 , offer a range of IT services, the business was well known among locals and people outside the neighborhood, i believe the key of my success was my customer focus, skilled that I learned while working as customer service representative at Citi bank, my biggest achievement was not only growing the business but make a difference in my neighborhood, since little kids usually will look upon me and say they wanted to be like the Ciber guy, I also used to give free computer classes, and my reward was days or months later when people came back to me saying that they found a job because I show them how to use a computer, a text editor or excel

Customer Service Representative at CITI bank, El Salvador

August 2007 — August 2008

Achievements

This was my very first Job, I dint only learn about the banking industry but also learn key skills and principles that help me to engage with customers, handle stressful situations, I also develop selling skills, since as part of our metrics were selling financial products such as insurances, aside from my day to day responsibilities, i was also part of the IT team doing small projects, like making small improvements to the existing system in order to simplify some process or adapt the existing system to new regulations, I did this work outside my daily activities as customer service representative, so i did not get paid for it

Education

DIPLOMA IN COMPUTING (WITH SPECIALISATION IN SOFTWARE) LEVEL 7, NTEC

January 2016 — December 2019

Courses

Certificate in Programming Basics, NIIT

January 2010 — December 2012

Certified network fundamentals, NIIT

January 2011 — December 2012

Certificate in tcp / ip, NIIT

August 2011 — August 2012

Certificate in Linux, ITCA

August 2011 — August 2012

Certificate in Java and object-oriented programming, NIIT

August 2011 — August 2012

Certificate in the creation and application development with J2EE, NIIT

August 2011 — August 2012

Certified J2EE Web Services Components, NIIT

August 2011 — August 2012

Certificate in the creation and application development with EJB, NIIT

August 2011 — August 2012

Certified in 2003 active directory infrastructure server, NIIT

August 2011 — August 2012

Certified XML Technologies, NIIT

August 2011 — August 2012

Certified 2003 Windows server, NIIT

August 2011 — August 2012

Certificate in C # web services, NIIT

August 2011 — August 2012

Certified Linux servers, NIIT

August 2011 — August 2012

Certificate in asp.net, NIIT

August 2011 — August 2012

Certificate in VB.net, NIIT

August 2011 — August 2012

Certificate in SQLServer 2005, NIIT

August 2011 — August 2012

Certificate in planning databases, NIIT

August 2011 — August 2012

CSA BPM-Pega System Architect, PEGA

August 2012 — August 2012

CPM – Pega Certification , PEGA

August 2013 — August 2013

ISTQB Certification number 14-CTFL-56741-HA, ISTQB

August 2014 — August 2014

ISTQB-AT (Agile Tester) 15-CTFL-AT-69814-03, ISTQB

August 2014 — August 2014

ISTQB-Automation tester Advance , ISTQB

August 2017 — August 2017

ISQi – Squad master fundamentals , ISQi

August 2019 — August 2019

✦ Extra-curricular activities

CO-Organizer at ImpacNPO, Auckland

January 2015 — March 2016

I participate as volunteer in impactNPO organization and then I volunteer to be one of the co-organizers of the events that help other none profits to uplift their IT capabilities thru engineering, I help to organize hackathon where engineers donate their time to help other none profits organization with some of their technologies challenges.