Mauricio **López**

QUALITY ASSURANCE AUTOMATION ENGINEER • DATA ANALYTICS

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SUMMARY

- Experience: 4+ Years in the QA Automation field, highly exposed to Data Analytics.
- 3+ Years in performing Quality Assurance Automation and checks on e-commerce reporting SaaS platform, reports and data pipelines to ensure accuracy and compliance with defined standards.
- Technical Skills: Python, Playwright, Pandas, Numpy, Claude Code[MCPs, Skills, Agents and Integrations], SQL, Power BI, Excel, Macros, Power Query,
- Soft Skills: Agency, Growth Mindset, Leadership, Assertive Communication, Self Improvement and Never Stop Learning.
- Languages: English(Proficient), Spanish(Native).
- Leadership: Onboardings, mentoring, technical planning and cross-functional delivering.

WORK EXPERIENCE

Velozient (Cart.com) *United States(Remote)*

Data Quality Assurance Automation, Engineer *Nov - 2023 to Present*

- Automated reporting workflows using Python for the Marketplace Services and Growth Marketing teams, eliminating manual report design, data ETL, data validations and scheduled delivery.
- Automated exploratory Smoketest for the Full-Stack team, validating critical functions in the production environment, using Playwright, validating data formatting and outliers using Pandas and Numpy.
- Automated product support workflow using Power Automate integrated with MS Teams and MS Sharepoint to document and track issues and requests delivered by the operation, auto-assigning tasks to engineers according to their role.
- Automated reporting delivery tracker, using Power Query connected to Microsoft Exchange server to validate and provide transparency to all the teams on the delivery of external client reports.
- Analyzed data discrepancies across reporting pipelines, identifying root causes and partnering with engineers to improve data accuracy and platform reliability
- Managed end-to-end client onboarding, offboarding, reporting data validation and integrity across the complete client lifecycle.
- Supported platform adoption and operations by resolving technical issues, documenting features and collaborating with engineers with platform enhancements.

Concentrix *United States(Remote)*

Global Analytics Insights, Sr Analyst *May - 2023 to Nov - 2023*

- Applied statistical analysis and data validation techniques to identify defects, anomalies and root-causes of performance gaps, supporting continuous improvements of processes and outcomes.
- Verified data accuracy and consistency across reporting pipelines, ensuring outputs met defined quality standards before reaching stakeholders.
- Documented findings, issues and recommendations in clear, structured reports for technical and executive audiences.
- Managed improvement projects for OPS in fast-paced environments, tracking issues from detection through resolution.
- Conducted user acceptance testing of new dashboards and system updates, verifying outputs against business requirements and reporting gaps.
- Automated recurring data checks and reports using Python and Excel macros, resulting in a reduction of manual effort by 10 hrs/week and minimizing human error.

WORK EXPERIENCE (CONTINUED)

Teleperformance *Colombia(Remote)*

WFM, Analyst *Apr - 2022 to May - 2023*

- Analyzed historical data and validated forecasting models for inbound and outbound operations, stress-testing assumptions, and scenarios to ensure planning outputs were accurate and reliable.
- Built and verified forecasts and capacity plans for Walmart and eBay customer service accounts, covering headcount, contact volume, and revenue projections.
- Measured forecast accuracy against actuals, investigating variances, documenting root causes, and refining models to reduce error.
- Produced weekly and monthly capacity plans with documented assumptions and risk scenarios, enabling operational leaders to make data-driven decisions.
- Managed planning and scheduling end to end from long-term plans down to intraday adjustments and triggering corrective actions when service levels were at risk.

Accedo Technologies *Colombia(Hybrid)*

WFM, Real Time Analyst *Aug - 2020 to Apr - 2022*

- Built and standardized hourly, daily, and monthly performance reports using Power Query and Power Pivot, covering KPIs such as CSAT, leads, conversions, and logged hours, with validation checks to keep data accurate and consistent across reporting cycles.
- Monitored real-time queue trends, disposition patterns, and accessibility metrics to detect anomalies and deviations from targets early, escalating issues to stakeholders with supporting data.
- Developed and tracked action plans to close performance gaps, verifying that corrective actions worked and helping 6 accounts meet their targets.
- Managed access provisioning and deprovisioning for client tools across hiring batches, internal moves, and resignations, following defined procedures and verifying permissions to ensure accuracy, security, and compliance for 500+ users.

EDUCATION

- **Universidad Tecnologica de Pereira** *Dec 2022*
  Bachelor degree in communications and ICT(Information and Communications Technologies)
- **Instituto Comfamiliar** *Jun 2023*
  Diploma in Full Stack Development with PHP and JS
- **Universidad Tecnologica de Pereira** *Dec 2021*
  Diploma in Virtual teacher
- **Universidad Tecnologica de Pereira** *May 2026*
  Diploma in Analytics and data Visualization in Agribusiness