

LETICIA SAINZ

Senior QA Analyst | Test Analysis | Functional Testing | API & Integration Testing

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PROFESSIONAL PROFILE

Senior QA professional with over 3 years of experience in **Software Quality Assurance (QA)** within complex banking environments, specialising in **Functional Testing, Requirements Analysis, Test Analysis, Test Design**, and end-to-end validation of web applications, APIs, and microservices.

Experienced in analysing requirements, user stories, and business rules to identify gaps, ambiguities, risks, and the conditions needed to validate features effectively. This analysis informs test scenarios and test cases, the required **Test Coverage**, and the assessment of change impacts across potentially affected areas. Regularly collaborate with technical and business stakeholders to clarify requirements and confirm expected behaviour.

Experience in **Functional Testing, API Testing, Regression Testing, Integration Testing**, and **End-to-End Testing** using Postman, SQL, and database validation tools. Experience working with microservices environments, service integrations, log analysis, and **Defect Management**. AI tools support test analysis, design, execution, and defect investigation; recent use of Playwright complements a profile primarily focused on functional QA and test analysis.

CORE SKILLS

Test analysis and design: Requirements Analysis · Test Analysis · Test Design · Requirements Gap Analysis · Acceptance Criteria · Test Coverage · Impact Analysis · Risk-Based Testing

Functional testing: Functional Testing · Regression Testing · Integration Testing · End-to-End Testing · Positive and negative scenarios · Edge Case Analysis · Defect Management

APIs, data and integrations: API Testing · Database Validation · SQL · PostgreSQL · Microservices · Service Integration · Log Analysis · Frontend/Backend Validation

AI applied to QA: AI-Assisted Test Analysis · AI-Assisted Test Design · AI-Assisted Test Execution · AI-Assisted Defect Analysis

PROFESSIONAL EXPERIENCE

NTT DATA | Senior Software Quality / QA Analyst

May 2023 - Present

- Analyse requirements, user stories, and business rules to identify gaps, ambiguities, and the conditions needed to validate features effectively, supplementing Acceptance Criteria where required.
- Perform Test Analysis and Test Design, defining positive and negative scenarios, Edge Cases, regression coverage, and integration tests based on expected business behaviour.
- Assess change impacts and associated risks to identify potentially affected areas and extend Test Coverage where necessary.
- Execute Functional, Integration, Regression, and End-to-End Testing across frontend and backend applications in a microservices-based environment.
- Perform API Testing with Postman and use SQL/DBever to validate requests, responses, business rules, and data created or modified by services.
- Use Lens to review logs and monitor service behaviour in a microservices environment, investigate errors, validate expected behaviour, and provide technical evidence for Defect Management.
- Collaborate with frontend and backend developers, technical leads, and business stakeholders to clarify requirements, assess changes, investigate defects, and validate expected behaviour, documenting issues with the necessary technical evidence.
- Have worked across three teams and projects within the same environment, building a broad understanding of functional processes involving account creation, account activity, and transactions, with exposure to payment and accounting integrations.
- Use AI tools to support requirements analysis, scenario generation and review, test execution, and defect investigation. Recent experience with Playwright complements a primarily functional QA profile.
- Contribute to day-to-day QA coordination for approximately 23 testers across different teams and projects, including daily meetings, individual follow-ups, training progress, absences, and reporting.

GES SEGUROS | Insurance Agent / Client Management

September 2021 - April 2023

- Managed client relationships and the processes associated with their insurance products.
- Analysed client needs and coordinated solutions tailored to different situations.
- Resolved issues and liaised with insurance providers to manage requests and documentation.
- Monitored administrative operations and processes throughout the client lifecycle.

MO DUINNE | Business Manager / End-to-End Operations

October 2019 - July 2021

- Managed end-to-end operations for a business with both physical and online sales channels.
- Organised and monitored orders, suppliers, clients, and administrative processes.
- Managed and resolved issues involving clients, suppliers, and day-to-day operations.
- Adapted and improved operational processes to support daily business activity.

MAX-G-MOBILE S.L. | Co-founder / Operations Management

August 2003 - July 2019

- Managed and coordinated operations, internal processes, and relationships with clients and suppliers.
- Managed key accounts and monitored client needs and requirements.
- Analysed and improved operational processes to optimise day-to-day management.
- Resolved issues and coordinated multiple internal and external stakeholders.
- Contributed to the definition and improvement of internal procedures.

TOOLS AND TECHNOLOGIES

Testing and test management: Postman · Jira · Xray · DBEaver · Lens

Data and infrastructure: SQL · PostgreSQL · Microservices · AWS SNS/SQS · Kubernetes

Automation: Selenium · Cypress · Cucumber · Playwright

Methodologies: Agile · Scrum

CERTIFICATIONS

ISTQB Certified Tester - Foundation Level (CTFL)

May 2024

ISTQB Certified Tester Advanced Level - Test Analyst (CTAL-TA)

In progress