

Manuel Baute

SENIOR QA SPECIALIST · QUALITY ENABLEMENT · TEST STRATEGY

PROFILE

Senior QA Specialist with 8+ years in tech and customer experience, including 5+ in software quality, across fintech and large-scale contact center platforms. I design test strategies, end-to-end and UAT programs, and incident and RCA workflows that catch defects before customers do. I've caught 400+ defects ahead of a global CRM migration, automated ~2,500 compliance requests a month with Python, and cut production time-to-detect from weeks to hours. Strong in shift-left practices, incident management and AI/chatbot validation.

400+

defects caught pre-release on a global CRM migration

~2,500/mo

compliance requests automated with Python

Weeks → hours

production incident time-to-detect (MTTD)

1,500+

test cases tiered with a risk-based scoring model

EXPERIENCE

Senior Quality Enablement Specialist

2025 – Present

Caribou Financial (via Hip Hip QA) · US auto refinance fintech, 150k+ customers

- **Built the shift-left quality function from scratch.** Embed quality into critical initiatives from kickoff, not as a final gate: test environments, success and acceptance criteria, rollback and kill-switch plans, controlled rollouts and automation candidates. Escaped bugs and rollbacks on those initiatives have dropped.
- **Cut time-to-detect from 1–2 weeks to hours.** Designed a repeatable incident workflow (off-cycle approvals, rollback-first P1 handling) and automated it in Rootly: Slack channels, Jira tickets, retro docs, RCA and impacted-service tracking. New alerting from retro findings made incidents much less frequent, and every retro corrective action now gets a priority-based SLA in Jira, with automated reminders at 21 days, 7 days and the due date so Engineering can plan the work into sprints.
- **Introduced risk-based testing for 1,500+ test cases.** A scoring model (impact, severity, fix complexity, workaround, blocker) tiers cases by risk and guides what gets automated.
- **Created a production-support pipeline (~300 reports a month).** An Asana form with native automations replaced ad hoc Slack requests; issues are triaged, fixed in-house or routed to Engineering, and the feedback loop to Product has driven fixes for recurring errors.

CONTACT

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SKILLS & TOOLS

Testing

Functional · End-to-end / system journey · UAT · Smoke · Smart regression · Integration · API basics (Postman) · Load test coordination · AI/chatbot validation

Automation & Scripting

Python · AI-assisted development (Claude Code) · Git / GitHub (branches, worktrees) · Asana automations

Test & Defect Management

Jira · Xray · Defect triage · Test planning · Risk-based test prioritization

Incident & Observability

Rootly · Alerting design · Incident retros · Production support

CX Platforms

Omnichannel interaction routing (voice, chat, messaging, email) · Five9 (routing, IVR) · Genesys PureCloud · NICE · Nexidia · Salesforce

Collaboration

Confluence · Asana · Slack · Figma · Lucidchart

Practices

Shift-left quality · Risk-based testing · Root cause analysis · Acceptance criteria · User flow mapping · Requirements traceability · Stakeholder management · Agile / Scrum

- **Mapped test cases to user stories for full requirements coverage** and troubleshoot unexpected customer flows and integration issues with external partners.
- **Automated ~2,500 DNC / opt-out and PII removal requests a month** with an AI-assisted Python script, in a regulated financial services environment.
- **Enabled Product and Engineering to own quality.** Wrote runbooks for testing in lower environments and guides for system-journey user stories, so teams outside QA apply testing best practices themselves, treating quality as a product, not a service.

Airbnb (via Sutherland Global Services)

2021 – 2025

Senior QA Specialist, Test Strategy & UAT	2023 – 2025
Senior QA Analyst	2022 – 2023
QA Analyst	2021 – 2022

- **Caught 400+ defects before a global contact center migration.** Owned test strategy and UAT for the new CRM and routing infrastructure, designed end-to-end system journey test plans, and gathered ~50 critical feature requests from frontline agents.
- **Helped define the interaction routing source of truth for the new CRM.** Mapped how voice, live chat, messaging and email are routed to the right team by language, region, hours and contact-reason scope, as the operation moved from agents pulling IVR calls and ticket queues to availability-based inbound routing with concurrency limits per interaction type.
- **Ran test execution across 7 global sites and time zones:** Manila, Bucharest, Lisbon, Guatemala City, Montreal, India and Dublin.
- **Validated chatbots through their shift to AI.** Checked answers against internal knowledge articles, not the LLM’s interpretation; enforced scope guardrails, caught hallucinations and matched tone to the contact reason. Co-defined success metrics for AI support products.
- **Designed the QA onboarding curriculum** (sessions, demos, test plan templates) that cut ramp-up time by ~50%; also owned contact center defect management and load testing.
- **Raised test coverage by 20% as the program’s first QA analyst.** Drew on years as a power user of the contact center’s internal systems to add user journeys, edge cases and critical scenarios the test suite had never covered, and became the go-to voice on risk and operational impact when prioritizing defects. Results led Airbnb to expand the contract to dedicated testing roles.

Customer & Technical Support

2017 – 2021

Airbnb (via Sutherland, 2019–2021) · Apple (via Teleperformance, 2017–2019)

Product SME on complex technical cases and liaison to Software Development on customer-facing issues; consistently exceeded contact center KPIs and raised NPS. This product depth is what led to the move into QA.

EDUCATION

B.A. Modern Languages
(Business concentration)
Universidad Arturo Michelena,
2014

LANGUAGES

Spanish (native) · English (C1)