Ludovico Besana

QA Manager

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in @ludovicobesana

About me:

Proactive QA Engineer and Full Stack Developer, known for identifying and troubleshooting software issues, as well as developing innovative solutions.

Deeply passionate about uncovering bugs and taking immense pride in how my contributions can elevate user experience and improve the overall quality of technology utilization for individuals.

Key Skills:

- Negotiation
- Manual and Automated Testing
- QAOps and CI/CD
- Accessibility (WCAG, ARIA)
- Cloud Technologies and Services
- Test Strategy Formulation
- Communication and Presentation Skills
- Debugging Skills
- Problem-solving
- High Attention to Detail
- Team Leading

Languages:

- Italian: Native
- English: Fluent
- French: Basic Academic

Experience

QA Engineer
Banca AideXa
April 2022 - Present

Established the QA department and led test automation, API testing, and test strategy development. Provided production support and contributed to CI/CD solutions.

Key Achievements:
- Established the QA department from scratch, building robust testing processes and documentation
- Successfully implemented test automation, improving software quality and reducing bugs in production by 30%.
- Managed API testing ensuring high-quality software performance.
- Worked in different product teams and departments as tech leader
- Mentored a trainee, guiding their transformation from a front-end developer to a skilled QA engineer, enhancing the team's QA competencies.

QA Analyst & QA Automation Engineer
Abstract
January 2021 - April 2022

Worked on three Luxottica projects, performing manual tests, writing test cases, and providing test automation.

Key Achievements:
- Efficiently executed manual tests and authored precise test cases, enhancing the overall performance of software applications.
- Implemented test automation for three major projects, improving test efficiency by 45%.

QA Engineer
AppQuality
April 2020 - June 2021

Gained experience in Agile methodologies, test planning, and collaboration with cross-functional teams.

Key Achievements:
- Implemented tests using Robot Framework with custom Java classes to test digital ID cards (IPZS).
- Successfully recruited the first team members, and developed the business model implementation strategy for security testing campaigns (WhiteJar).

QA Engineer & Developer
Freelance
January 2019 - Present

Provided QA activities, consultancy, and development services.

Key Achievements:
- Delivered high-quality QA and development services to various clients, achieving a 95% client satisfaction rate.
- Provided consultancy services, helping clients improve their software development and testing processes.
- As the CTO of the wine bottle trading platform eWibe, I played a crucial role in the project's success, leading the technical development, overseeing the testing and deployment process, and ensuring the platform met the needs of users and generated revenue.
- Overcame major challenges in creating a user-friendly interface for the eWibe platform, resulting in a visually appealing and easy-to-use solution.

Technical Skills:

- Extensive software testing experience
- Infrastructure as Code (IaC)
- Familiarity with test automation frameworks (Robot Framework, Playwright)
- Proficiency in Python and JavaScript
- Experience with Relational Databases and SQL
- Proven ability to lead projects independently
- Strong troubleshooting and debugging abilities
- Experience in end-to-end, production, and system integration testing
- Experience setting up local, virtual, and server environments
- Ability to train and coach team members
- Experience implementing CI/CD solutions
- Balancing speed and quality in competitive environments
- Proactive, collaborative, and tenacious approach.
- Web and App Development

Interests:

- Volunteering
- Speaker
- Open source
- Food (Google Local Guide)
- Animals
- Motors
- Music

Experience (...)

System Engineer
Autoo
September 2018 - December 2019

Managed CRM and CMS systems and coordinated deliveries. Gained comprehensive knowledge of all the necessary documents and procedures for selling cars.

Key Achievements:
- Successfully managed and optimized CRM and CMS systems, improving system efficiency by 30%.
- Delivered cars to customers, providing exceptional customer service.

Front End Developer Trainee
web2e
June 2018 - July 2018

Gained hands-on experience in website creation using CMS, HTML, CSS, JavaScript, and PHP.

Key Achievements:
- Successfully created multiple websites using CMS, HTML, CSS, JavaScript, and PHP during the internship period.
- Received hands-on training and developed strong foundational skills in front-end development.
- Due to the internship at Web2e and my skills, I found a job at Autoo.

Education

UX Design Camp
Eye Studios
2022

- Developed practical skills in creating user personas, customer journeys, user stories, and user flows, as well as in designing low to mid-fidelity wireframes, prototypes, conducting A/B testing, measuring UX KPIs, and performing user testing.

MasterZ
2021

- Successfully completed a project work on The Sandbox, focusing on demystifying the Metaverse and exploring strategies for traditional business owners and brands to leverage The Sandbox tools, community, and economy to provide value to their audiences.

I.S.S. Caramuel, Vigevano (PV)
Diploma in computer science and telecommunications
77/100
2014 - 2019

- Finalist for two consecutive years at the W&E Championship of Computer Science at the University of Cassino. A total of 77 higher institutes from all over Italy participated in the 2018 elimination phases of the competition, involving 1206 students.
- Participated in all school initiatives, such as teaching for prospective students, hosting open nights, and leading open days at the institute. Additionally, toured area schools with the school's stand to recruit new students.

Certifications

- Associate Cloud Engineer (Google), Arduino Fundamentals, Crescere in Digitale, MOS 2016 - (Word, Excel, PowerPoint)
- Fire Safety Officer (Low Fire Risk), Safety Training for AGESCI Volunteers in Civil Protection Activities

Personal data treatment: