

CURRICULUM VITAE

PERSONAL INFORMATION



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EDUCATION

Electronics engineer

Salesiana Polytechnic University | Ecuador January 2015

PROFESSIONAL PROFILE

Customer Operations Leader | Senior Quality Assurance | Technical Support | Telecommunications Software Specialist

My 8+ years of experience in the telecommunications software industry have provided me with a unique career progression, evolving from technical support to specializing in QA, which has enabled me to lead the technical operations of the Stack Digital LATAM team at Tecnotree.

My approach combines technical rigor in both manual and automated testing with strategic vision to anticipate issues before they reach production. I don't simply identify bugs; I help build the trust that users deserve.

PROFESSIONAL EXPERIENCE PROGRESSION

Technical Support and Troubleshooting Specialist

Tecnotree | October 2013 – July 2021

+5 years of extensive technical support and troubleshooting experience in telecom software for diverse projects

- L1 Technical support and administration of Claro Ecuador mobile telephony subscriber charging platform (OCS, voice mailbox, IVR)
- User acceptance test and L1 support of project "Content Delivery Control" for Claro Ecuador (CDC)
- Deployment, user acceptance test and L2 support of "Commerce Engine (CE)" project for Claro Ecuador, Argentina, Uruguay, Paraguay and Central America

Quality Assurance Specialist

Tecnotree | August 2021 – September 2023

Specialization in quality assurance frameworks and testing protocol development for new releases and complete solutions from scratch

- Deployment, QA, and L2 application support of Tecnotree Digital Accelerator Platform (DAP) project for Telecom providers in LATAM region (Perú and Bolivia).

Customer Operations Leader

Tecnotree | September 2023 – Present

Strategic leadership and management of technical operations, support infrastructure, and testing team coordination

- Coordinate the attention of level 2 support cases (incident evaluation, problem solving, correction tests and case report to the development team).
- Plan and execute software quality testing for new features or projects from scratch for telecommunications service providers in the Latin American region (Claro, Telefónica, Entel Bolivia).
- Performance evaluation of technological platforms implemented in the region.
- Support the architecture and software development teams.
- Plan and execute QA testing for the first project phase of Sensa AI/ML Platform for telecom provider Claro Perú.

CORE PROFESSIONAL COMPETENCIES

- Strategic testing methodology development and implementation.
- Comprehensive functional testing across multiple platform environments.
- Advanced manual testing procedures and documentation standards.
- Automated testing framework design and execution.
- Performance optimization and regression testing protocols.
- Proactive quality assurance initiative leadership.
- Strategic problem solving and root cause analysis.

TECHNICAL EXPERTISE AND COMPETENCIES

Enterprise Application Systems

OCS systems, content delivery control platforms, Low Code platform and AI engineering platform.

System Architecture

Orchestrated microservices and monolithic architectures in Linux environments.

Technology Stack

Container and Orchestration: Kubernetes, Docker

Data Streaming and Processing: Kafka

Database: MongoDB, Oracle

Monitoring and Analytics: Prometheus, Grafana, Kibana

Programming and Development Languages

Primary Languages: Python, Java, Bash, Javascript.

Low Code Platforms: Camunda Workflows.

Professional Tools and Utilities

Network and System Analysis: Putty, Xshell, tcpdump, tshark, wireshark

API Testing and Development: Postman, SOAP UI, Jupyter notebook, browsers inspection tool, Pycharm

Performance Testing: Jmeter

Database: SQL Developer, Studio 3T, MongoDB Compass

Project Management and Collaboration: GitHub, Jira, FreshService

COURSES AND CERTIFICATIONS

Frameworkx Foundation-Level

TMForum

AI in Telecoms Overview

TMForum

Business Process Framework (eTOM) Fundamentals

TMForum

Business Process Framework (eTOM) Fundamentals

TMForum

MongoDB Basics

MongoDB Inc.

Technical Support Fundamentals

Google

Python Data Structures

Universidad de Michigan

Teamwork Skills: Communicating Effectively in Groups

Universidad de Colorado Boulder

Elements of AI

University of Helsinki

LANGUAGES

- Spanish (native)
- English (upper Intermediate)

SOFT SKILLS

- Problem Analysis
- Attention to details
- Team Leadership & Collaboration
- Knowledge Transfer
- Cultural adaptability
- Adaptive learning
- Quality-driven