

Technical Writer III & Senior Software QA Analyst

Jose J. Olivo, San Diego, CA

Professional Summary

Software Quality Assurance Analyst and Technical Writer and Editor with an active Security Clearance.

22 years of professional experience in IT. Can design and execute test cases for firmware, hardware, and software, and have tested multimedia applications, mobile apps, government websites and documents, medical devices, camera hardware/software, Android devices, and web applications.

Extensive experience with “prompt engineering” and developing applications, manuals, and documentation using Large Language Models (LLMs) such as Claude, GPT-4o, NotebookLM. Experience generating diagrammatic output using MidJourney, DALL-E, Canva AI, Stable Diffusion, and Dream Studio. Some mostly unsuccessful experiences with running lightweight LLMs on homegrown systems as a hobby: LLaMA 2, Mistrel, and LM Studio.

Technical Writing and Editing experience spans 5 years of focused technical writing and editing, and 22 years of test case development, manual authorship, and knowledge base documentation. I have authored technical manuals and edited more than 800 published technical articles and blogs written by industry experts (having word counts of 1,500–11,000 words each). I am experienced with technical translation and editing between Japanese and English and have extensive experience editing documents by technical experts for whom English is not a primary language.

Experience with remote and on-site work environments, FDA regulated environments, government/military environments with secured facilities, and marine and secured non-domestic environments.

Education

San Diego City College / UCSD transfer program
Completed 45+ credits toward a BS in Physics

Tools, Methods, and Software

Test Methodology	Black-box, White-box, Gray-box, Graphical User Interface, Database, Functional, System, Acceptance, Stress, Multimedia Quality, Power Measurements
Test and Editing Tools	Android Debug Bridge, Android Fastboot, ActiveSync, APEX, Lauterbach TRACE32 ICD, QPST, QXDM, QCAT, QACT, WireShark, FTP Explorer, Process Explorer, TeraTerm Pro, Hyperterminal, BURP Suite, Chromatix, Wordpress, Adobe Open Office, Libre, Google Office, Drupal, and some MadCap software training, ChatGPT-3 and ChatGPT-4, MidJourney
Requirements & Issue Tracking	BugZilla, Prism, JIRA, DevTrack, QlikView, DOORS, TFS (Team Foundation Server)
Version Control	Microsoft SharePoint, Perforce, Octopus
Scripting	T-SQL, MS-DOS batch, Android Debug Bridge. Currently a beginner in Python.
Audio/Video Editing Software	ProTools, Audacity, GoldWave, Logic, Kinovea
Agentic Coding	AntiGravity, Codex, Claude Code

Professional Experience

Astrion / Technical Writer III, Senior Staff / San Diego, CA

Government Contractor

December 2023 – Present

Technical Writing:

- Developing software guides, manuals, templates, proposals, SOPs, status and incident reports, and other in-house documents
- Updating and editing existing documents to be consistent with developing practices
- Conferring with engineers and subject matter experts to plan, design, and author manuals, QuickStart guides, knowledge bases, and reports

C4N Support Technician:

- Trained and deployed as a backup C4N Technician (Command, Control, Communications, Computers, and Navigation) supporting the operation of unmanned MDUSV

Crew Member and Operator:

- Mission planning and remote operation of MDUSVs
- Performing Linesman duties for MDUSVs (Medium Displacement Unmanned Surface Vehicle)
- Performing as RHIB (Rigid Hull Inflatable Boat) operator
- Running test sequences from RHIB
- Served as crewman and coxswain supporting PAX transfer during small-boat operations and training

Trainer:

- Provided training on use of remote systems to client and military personnel

Oasis Systems, LLC / Technical Writer / San Diego, CA

Government Contractor

May 2021 – December 2023

Technical Writing:

- Developing software guides, manuals, templates, and in-house documents
- Updating and editing existing documents to be consistent with developing practices
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Crew Member and Operator:

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Altium Inc. / Technical Writer, Editor, and Copywriter / San Diego, CA

Electronic Design Software Developer

May 2019 – January 2021

- Edited technical articles, documentation and blogs on tech industry design practices and PCB Design software for EDA/ECAD developers
- Edited for grammar, syntax, clarity, and style
- Technical Writing: Tech manual summarization and simplification
- Drafted author bios
- Provided Audio/Visual transcription and summarization
- Produced social copy

Qualcomm Technologies, Inc / Senior Test Technician / San Diego, CA

Mobile device microprocessors & embedded software, multimedia applications

May 2017 – May 2019

Test Technician:

- Performed acceptance testing for Linux ANDROID software releases
- Scheduled automated testing & analyzed results using proprietary test management systems
- Tested various Multimedia functionality including audio playback & recording quality, video playback & recording quality, pause / resume, AV synchronization, HDMI connectivity, device boot power, camera, image quality & enhancement features
- Conducted additional debugging on devices using QPST, QXDM, QFIL, QACT, QCAT, ADB & fastboot, TRACE32
- Installed & maintained automation test systems on approximately 90 stations and hundreds of test devices
- Tracked available resources & bug trends to provide detailed project analysis reports using Excel, SQL & QlikView
- Ordered, assigned & maintained test equipment for technology test leads, engineers & technicians
- Configured, modified, executed & debugs test scripts (Python & Perl—not a Python or Perl programmer)
- Designed manual test cases
- Test environments included Python, Java, Perl, C++
- Managed, tracked, and supported automation stations and target devices

Technical Writing:

- Edited, tracked & maintained test plans
- Developed manual test procedures
- Authored and Maintained bug reports & change requests, and knowledge base

SC3 (formerly Catapult Technology) / Software QA Engineer II / San Diego, CA
Government Contractor – Web Applications
June 2016 – October 2016

QA Engineer:

- Performed acceptance testing for all software releases
- Performed QA duties as a subject matter expert for flagship product
- Executed test cases

Technical Writing:

- Developed, edited & executed test cases, workflows, procedures
- Authored procedural instruction manuals for software product
- Edited test cases and procedural instructions authored by others

Qualcomm Technologies, Inc / Intermediate Test Technician / San Diego, CA
Mobile device microprocessors & embedded software, multimedia applications
April 2012 – June 2016

Test Technician:

- Performed acceptance testing for Linux ANDROID software releases
- Scheduled automated testing & analyzed results using proprietary test management systems
- Tested various Multimedia functionality including audio playback & recording quality, video playback & recording quality, pause / resume, AV synchronization, HDMI connectivity, device boot power, camera functionality, image quality & enhancement features
- Conducted additional debugging on devices using QPST, QXDM, ADB & fastboot, TRACE32
- Installed & maintained automation test systems
- Tracked available resources & bug trends to provide detailed project analysis reports using Excel, SQL & QlikView
- Ordered, assigned & maintained test equipment for technology test leads, engineers & technicians
- Configured, modified, executed & debugged test scripts (Python & Perl)

Technical Writing:

- Edited, tracked & maintained test plans, test procedures, bug reports & change requests

Hospira, Inc / Quality Assurance Tester / San Diego, CA
Medical technology
August 2011 – April 2012

Quality Assurance Testing:

- Tested infuser hardware suite & related software & firmware in an FDA regulated environment
- Maintained & updated FDA training certifications
- Tested the Hospira suite in all stages of the SDLC

Technical Writing:

- Developed, edited & executed test cases & procedures

Web Design Solutions / Quality Assurance Analyst / San Diego, CA

Web design, hosting & eCommerce

November 2010 – April 2011

- Developed website test cases & procedures
- Executed web software test suite & reported results
- Provided data entry for clients & sales team

Digital Force Technologies / Lead Software Quality Engineer, Technical Writer / San Diego, CA

Security & defense technology

October 2007 – September 2009

QA Engineer:

- Developed test cases & procedures for software, firmware & hardware on a variety of surveillance & communication devices, including Remote video surveillance & reconnaissance equipment, digital video capture & transmission, intelligence collection software, unattended ground sensors, tagging/tracking & location technology, secure satellite communications
- Managed a small team of QA testers
- Edited, administrated, and maintained third-party bug tracking system
- Tested infuser hardware suite & related software & firmware in an FDA regulated environment
- Maintained & updated FDA training certifications
- Tested the Hospira suite in all stages of the SDLC

Technical Writing:

- Developed and maintained technical knowledge base
- Authored and maintained manual

SONY Electronics / Software Quality Assurance Analyst / Technical Writer / San Diego, CA

Consumer Electronics

March 2007 – August 2007

QA Analyst:

- Tested XMB menu on a variety of SONY television products
- Updated & installed new firmware releases on various television models
- Monitored command execution on hardware using TeraTerm Pro & debug board

Technical Writing & Translation:

- Worked with Japanese translator to translate, write, edit, and review technical requirements, test scripts, and procedures from the SONY QA team in Japan

Goal Financial, LLC / Software QA Analyst, Test Engineer, Technical Writer / San Diego, CA
Financial Services
October 2006 – March 2007

- Performed black box testing of Microsoft Dynamics Customer Relations Management based product
- Designed, reviewed & edited test cases around specific product guidelines for a small QA team
- Solely responsible for the manual testing of several areas of the CRM based software

EMAS Pro / Software Quality Assurance Analyst / Technical Support / Technical Writer / San Diego, CA
Education & enrollment management systems for higher education
May 2002 – August 2006

- Performed manual testing of Foxpro & SQL driven software
- Worked with developers to enhance product specifications
- Used Foxpro & T-SQL to perform data mining, data validation, data migration & data restoration
- Wrote & executed Foxpro & SQL scripts to maintain client data
- Installed software updates for client servers on location & remotely
- Performed manual testing against Web Based software suite
- Edited and maintained web-based knowledge base
- Trained clients to use software during workshops both remotely & on location.

Personal Hobbies

Game Designer

- Developed a hexagonal chess variant called Shah
 - Designed game pieces in Sketchup (CAD architecture program)
 - Printed pieces and designed several boards, including a wooden Shah board
 - Authored and copyrighted a 50-page manual for 21 versions of the game
 - Trademarked the name 'Shah'
 - Started an LLC to license Shah
 - Developed working electronic version of the game in Unity Engine for testing, demonstration, and publishing purposes
 - Managed multiple focus and test groups with multiple demographics, ages 11 and up
 - Developed all Shah iconography, diagrams, and graphic design
 - Led small teams of graphic designers, Unity Engine developers, architects, and 3D artists (mostly gig economy) to develop and produce assets
 - Developed a hexagonal algebraic notation to communicate moves in Shah (just as in chess)
 - Developed a Shah-specific font for future authors to use while communicating in Shah notation, as well as for other Shah engines to parse
 - Currently developing a Mobile and Steam version of the game, along with a Shah Engine allowing players to develop their own variants

Writer/Editor

- Edited multiple books for friends and family on subjects ranging from semiotics to physical therapy
- Author of hundreds of pages of (unpublished) non-fiction essay writing
- Currently 400 pages into an absurdist fiction novel

Musician/Composer/Writer

- Composer and musician for 9-piece band
- Three IMDB credits for film score, including one feature-length film that played Cannes Film Festival and San Diego Asian Film Festival
- Performed at numerous live venues from San Diego Museum of Art to San Diego Music Festival
- Composed, edited, arranged, and engineered 55-minute album available on all music streaming services with the help of San Diego musicians, symphony players, and jazz musicians
- Have had music featured and writeups in Under the Radar magazine, Filter magazine, and San Diego Reader
- Had multiple pieces played on 91.1 FM, 94.9 FM, and PBS
- Had one piece featured in music playlist by Under the Radar magazine
- Have had three songs covered and published by other bands (The Scarring Party, Little Otik)