



# WALTER ORLANDO OLMEDO PEREIRA

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 [www.waltercore.com](http://www.waltercore.com) |  Languages: Spanish (native), English (C2), German (C2)

## Professional Summary

Multilingual Software Test Automation Engineer with a strong foundation in quality assurance, customer support, and full-stack development. Over 10 years of experience delivering value across the tech lifecycle—from customer service to automated QA and web development. Adept at leading cross-functional projects, building testing tools, and crafting user-focused solutions.

## Technical Skills

- Testing & QA: Selenium, Appium, JMeter, Postman, Burp Suite
- Languages: Java, PHP, C#, Dart (Flutter), Swift, JavaScript, HTML/CSS
- Frameworks & Tools: Laravel, Firebase, Git, Jira, Trello, WordPress (Elementor)
- Software: Adobe Creative Suite (Photoshop, InDesign, Premiere, After Effects), MS Office
- IDEs: Eclipse, Visual Studio, Android Studio, Xcode, VS Code, PHPStorm

## Professional Experience

### **Quality Software Tester – IBES AG, Chemnitz, Germany (2019 – 2021)**

- Manual & automated testing for mobile/web apps
- Created test cases and QA documentation
- Bug analysis and stakeholder reporting

### **Customer Service Representative (PlayStation) – Sykes El Salvador (2017 – 2019)**

- Provided tech support for PlayStation
- Resolved complex user issues

### **Chat Support Specialist – Teleperformance El Salvador (2015 – 2016)**

- Delivered live chat support
- Maintained high customer satisfaction

### **WordPress Developer (Freelance) – Fiverr (2012 – 2020)**

- Built responsive websites with Elementor
- Full project lifecycle management

**Quality Assurance Specialist – Convergys El Salvador (2012 – 2015)**

- Evaluated support calls
- Provided training and feedback

**Technical Support Agent – Convergys El Salvador (2010 – 2012)**

- Delivered tech support
- Developed customer service skills

## **Education**

**B.Sc. in Media Informatics & Interactive Entertainment – Hochschule Mittweida, Germany (2020 – 2023)**

**Bachelor's in Public Relations & Human Resources – University Francisco Gavidia, El Salvador (2012 – 2018)**

**General High School Diploma – Colegio Suizo Salvadoreño, El Salvador (2008 – 2009)**

## **Personal Projects**

- Portfolio Website: [www.waltercore.com](http://www.waltercore.com) – Showcasing WordPress, Android Native, Laravel & Flutter projects