Julio Primo

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QA Lead, Mobile and Microservices

12 years owning quality across regulated, high-stakes software systems, from DoD SCIF environments to patient-facing telehealth and live mobile products. Proven track record building CI-enforced performance quality gates, defining microservices SLI/SLOs, and owning end-to-end release integrity across mobile and backend systems. Strong blend of QA leadership and hands-on execution.

WORK EXPERIENCE

Software QA Lead Expert Tutor • TripleTen • Remote • 11/2024 - 02/2026

- Evaluate and coach a roster of QA tutors against a structured rubric covering test methodology, automation fundamentals, and real-world release practices, maintaining program quality standards across distributed systems
- Deliver 1:1 and group instruction on QA engineering concepts, including test case design, defect lifecycle management, and CI pipeline integration, with direct accountability for student outcomes.
- Provide written technical feedback on QA assignments, reinforcing industry-standard methodology, including exploratory testing, regression coverage strategy, and API validation techniques.
- Lead onboarding sessions for new students entering the QA track, setting expectations for hands-on, production-grade quality thinking from day one.

Senior Site Reliability Engineer • Electric AI • New York City, NY • 09/2021 - 12/2022

- Defined SLIs and SLOs for ephemeral microservices in partnership with engineering teams, establishing measurable release quality criteria that persisted beyond any single deployment.
- Led service migration to AWS with full runbook authorship, zero unplanned downtime during cutover; 50% improvement in service release cadence within one quarter.
- Drove incident response for critical service failures in serverless infrastructure, using distributed logs and monitors to isolate fault location and reduce mean time to resolution.
- Onboarded and mentored engineers on distributed systems observability, building institutional knowledge across a remote-first team.

Senior Software Performance Engineer • Mindera • San Diego, CA • 09/2020 - 07/2021

- Embedded Gatling and JMeter performance quality gates directly into the CI/CD pipeline for a production telehealth application. Releases that failed p95 latency thresholds were blocked automatically, not flagged after the fact.
- Increased callback API performance by 25% by making load validation a required step in every release cycle, not a post-merge afterthought.
- Improved patient retention metrics for the telehealth platform by enforcing performance standards before each release reached production users.
- Authored release validation processes and go/no-go criteria that aligned QA outcomes directly to business and regulatory objectives.

Software Engineer II • Leidos • San Diego, CA • 07/2015 - 07/2020

- Implemented Jenkins, Python, and Ansible to fully automate the release pipeline, cutting the release cycle time by 50% in one quarter while improving audit traceability in a classified environment.
- Containerized a web application using Docker for deployment inside a Sensitive Compartmented Information Facility (SCIF), standardizing reproducible builds and eliminating environment drift under strict compliance constraints.
- Migrated infrastructure to a service-oriented architecture using containerization, increasing system reliability and scalability in a high-security Linux environment.

Software and Database Developer • Department of Defense • White Sands Missile Range • 06/2012 - 07/2015

- Developed a memory manager analytics tool, resulting in the detection and resolution of memory leaks during simulations. Result: 20% increase in system reliability.
- Crafted a scalable infrastructure solution to support platform growth, collaborating with development teams to seamlessly integrate requirements and improve system reliability and performance.
- Collaborated with cross-functional teams to improve the simulation software in Java, resulting in reliable analysis outputs for war games scenarios.
- Conducted training for civilian and military personnel on the Data Collection app. Result: 30% increase in system troubleshooting performance and adoption.

EDUCATION

BS Computer Science • University of Texas at El Paso • El Paso • 08/2006 - 05/2011

TECHNICAL PROJECTS

Cloud Automated Service Provisioning • 10/2021 - 05/2024

Designed and deployed serverless infrastructure on AWS, including IAM roles, policies, authentication credentials, and Lambda function scaffolding, to eliminate manual provisioning toil and standardize the engineer development environment across a distributed team.

Bitácora iOS App, CI/CD Quality Pipeline • 2024 - Present

Built the end-to-end quality and release pipeline for a production iOS application (Swift/SwiftUI) serving bilingual classrooms in the US and Mexico. Pipeline covers GitHub Actions automation, containerized agent dispatch for mobile and backend test jobs, and coordinated release gates across the iOS frontend and a React/Express/SQLite backend.

SKILLS

Amazon Web Services, Ansible, Apache JMeter, API Testing, AppDynamics, CI/CD, Cross-Device Compatibility Testing, Docker, Gatling, GitHub Actions, GitLab, Incident Response, Java, Jenkins, Kubernetes, Linux, Mentoring, Microservices, Mobile Application Testing (iOS), Performance Testing, PostgreSQL, Python, Release Validation, SLI/SLO Definition, SQLite, Terraform, Test Case Design, TestComplete (AI-assisted test automation)