

Cleyton Correa Lois

QA Engineer | Test Automation Engineer

Florianopolis, Brazil | +55 (48) 98875-8730 | cleytonclois@gmail.com | linkedin.com/in/cleytonclois | github.com/CleytonCLOis

SUMMARY

QA Engineer and Test Automation Engineer with 6+ years of experience in software quality assurance, test automation, and software development across B2B SaaS and enterprise environments. Specialized in Cypress end-to-end automation, CI/CD pipeline integration, API testing, and full SDLC quality strategy. Achieved 30% increase in API test coverage and 40% improvement in incident visibility through systematic QA implementation. Additional experience in AI product design, prompt engineering, and multi-LLM architecture (OpenAI + Google Gemini + Anthropic Claude).

PROFESSIONAL EXPERIENCE

QA Engineer & Product Owner

Duotalk | Remote, Brazil | December 2023 – Present

- Lead all QA processes, test planning, and manual testing for a B2B SaaS communication platform serving 500+ enterprise clients, ensuring quality standards across the full SDLC
- Achieved 30% increase in API test coverage by implementing end-to-end test automation strategy using Cypress, AI-assisted test generation, GitHub Actions, and SonarQube integration
- Built and maintain Cypress automation framework with CI/CD integration, validating both legacy and new code changes and significantly reducing production incidents
- Defined complete QA strategy including Definition of Ready (DoR), smoke tests, regression test suites, and exploratory test cases, reducing defect escape rate
- Improved defect management workflows by establishing clear acceptance criteria and structured communication protocols between Product and Development teams
- Led full analytics migration to Amplitude, defining event taxonomy and KPI dashboards that increased incident visibility by 40% through combined Amplitude and Sentry monitoring
- Designed end-to-end ticket management flow, reducing support resolution time by 30%
- Built 5+ internal workflow automations, cutting support-dev communication overhead by ~25%
- Supported Meta Tech Provider certification, including WhatsApp Business API compliance validation and cross-functional engineering alignment
- Coordinated AI agent platform integrating conversational AI, intent recognition, and multi-LLM cost optimization (OpenAI + Google Gemini + Anthropic Claude), reducing human agent workload

Software Engineer

Vixteam | Remote, Brazil | June 2022 – November 2023

- Maintained and evolved multiple enterprise document management systems (GEDEX, SGDOC, GESET, GEDAI, INTEOP) with focus on performance, security, and high availability using Blazor, ASP.NET, .NET Core, and Oracle SQL
- Resolved complex Oracle SQL bugs in high-volume databases with millions of rows, performing root cause analysis and writing optimized queries to restore data integrity and system performance
- Managed IIS microservices, performing manual deployments to production servers and ensuring service availability across legacy and modern system integrations, including Hexagon SmartPlant Foundation (SPF)
- Collaborated directly with end users via video calls to diagnose usability issues and gathered feedback that informed future system improvements
- Onboarded and mentored new team members, supporting debugging sessions and knowledge transfer on legacy system architecture

Software Engineer

ADM Sistemas | Florianopolis, Brazil | June 2019 – May 2022

- Promoted from intern to junior to mid-level engineer over 3 years, taking increasing ownership of architecture and delivery across multiple municipal government systems

- Developed and maintained 6 full-stack government platforms for municipalities using .NET Core, ASP.NET, and SQL Server: Tax Management (tax collection, permits, debt certificates), Protocol Management (document routing), Asset Management (public asset control and transfers), Electronic Invoice Issuance (NFS-e), Fleet Management (fuel, maintenance, insurance), and Inventory Management (procurement and distribution)
- Performed full database modeling using Erwin Data Modeler and implemented schemas with Entity Framework; wrote complex SQL Server reports covering multi-table joins and business logic for municipal reporting
- Built an internal REST API to surface support ticket data and exposed it through an Angular dashboard, improving team visibility into open incidents
- Migrated legacy COBOL systems to .NET, refactoring business logic while preserving functional parity

Junior Software Developer

AAWZ | Florianopolis, Brazil | January 2019 – May 2019

- Developed UI screens for a fintech mobile app using React Native and TypeScript, consuming REST APIs to display financial data
- Performed manual testing on Android and iOS devices and assisted in publishing releases to Google Play and Apple App Store

TECHNICAL SKILLS

QA & Testing: Cypress, Test Automation, Manual Testing, API Testing, E2E Testing, Test Planning, Test Strategy, Regression Testing, Smoke Testing, Defect Management, Defect Triage, Root Cause Analysis, Bug Tracking, SDLC, Definition of Ready (DoR), CI/CD Integration, GitHub Actions, SonarQube

AI & Machine Learning: OpenAI GPT-4/GPT-5, Google Gemini API, Anthropic Claude, Multi-LLM Architecture, Prompt Engineering, AI Agent Design, Conversational AI, Sentiment Analysis, Lead Scoring, AI Cost Optimization, Function Calling

Product Management: Backlog Management, Product Discovery, Acceptance Criteria, Stakeholder Communication, Incident Management, Delivery Planning

Analytics & Monitoring: Amplitude, Sentry, Event Tracking, KPI Definition, Performance Monitoring

Development: React, TypeScript, Node.js, .NET Core, C#, ASP.NET, REST APIs, SQL Server, Oracle SQL, React Native, Angular

Tools: Jira, Postman, Git, GitHub, Azure DevOps, Figma, Gleap, SoapUI, Erwin Data Modeler

Methodologies: Scrum, Kanban, Agile, Test-Driven Development (TDD)

EDUCATION

Bachelor of Science in Computer Science

IES – Instituto De Ensino Superior Da Grande Florianopolis | 2018 – 2022

MBA in Project Management

Estacio | In Progress

Industrial Training in Computer Maintenance and Networking

SENAI, Florianopolis | 2017

Industrial Training in Computer Programming

SENAI, Florianopolis | 2016

Courses

Quality Assurance: Test Planning and Bug Management

Alura | 2026

Cypress: Web Test Automation and CI

Alura | 2026

Software Quality: Writing Tests Efficiently

Alura | 2026

Licenses & Certifications

Project Management Fundamentals

Microsoft | Jan 2026

Innovation: Discover How and Where to Innovate

Alura | Jan 2026

Startup Weekend Sustentabilidade Florianopolis 2023

Startup Weekend Floripa | Sep 2024

Startup Weekend Health Florianopolis 2023

Startup Weekend Floripa | Oct 2023

LANGUAGES

Portuguese (Native) | English (Professional - B2) | Spanish (Basic - A1)