

# FLORENCIA PALMISANO

QA Automation Engineer · AI Evaluation

Argentina · Open to remote (US time zones) | [hello@qualityunderload.com](mailto:hello@qualityunderload.com) | [qualityunderload.com](https://qualityunderload.com) |  
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## SUMMARY

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QA Automation Engineer for AI products: text and voice agents, LLM-powered applications and the APIs behind them. Industrial engineering taught me to find where the risk sits and what a failure costs; I automate what protects the release.

## EXPERIENCE

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### Konecto

USA

QA Automation & AI Evaluation

May 2026 – Present

- Evaluate AI voice agents for hallucination, drift, latency and relevance with fixed prompt sets and Python validation scripts.
- Review RAG pipelines and agent workflows, turning findings into acceptance criteria the team can act on.

### IThree Global

Argentina

AI QA Automation

Feb 2026 – May 2026

- Automated web and mobile UI flows in Playwright (TypeScript) and built 15+ Python evaluation scripts for text-based AI agents.
- Validated 200+ REST APIs in Postman for AI input/output integrity and data consistency.
- Moved regression from a manual pass to every pull request with GitHub Actions.

### No Fomo

Argentina

QA Lead (part-time)

2023 – 2026

- Set up the QA practice from zero for an AI-powered social media engagement app.
- Ran quality with a delivery lens: sprint planning, acceptance criteria and one weekly status for engineering and business.

### Upwork

Worldwide

Independent Professional Tester

Sep 2023 – Apr 2026

- Functional, regression and API testing for startups and product teams, with automated suites in Selenium and Cypress.
- Documented defects in Jira with reproduction steps, expected vs. actual results and evidence.

### Unrest Indigo

Argentina

QA Tester / Game Tester

Apr 2021 – Feb 2023

- Functional, exploratory and regression testing of gameplay before each build, with severity-rated bug reports.

## EDUCATION

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### Utel Universidad

Argentina

B.S. in Industrial Engineering (in progress)

Expected Dec 2027

### Universidad Tecnológica Nacional (UTN)

Argentina

Associate Degree in Information Systems

2018 – 2020

## CERTIFICATIONS

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ISTQB CTFL, CT-AI and CT-GenAI (in progress) · Professional Testing Master · Project Management Expert

## SKILLS

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**AI evaluation:** LLM and agent evaluation (text and voice), RAG review, hallucination and drift checks, Python

**Automation & API:** Playwright (TypeScript), Selenium, Cypress, Postman, SQL, JMeter

**Process:** GitHub Actions (CI/CD), Git, Jira, Agile/Scrum, risk-based testing

**Languages:** Spanish (native), English (professional working proficiency)