Carlos E. Diaz T.

Performance Testing & Technical QA | PC / Console Hardware | Technical Support

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PROFILE

Technical QA and performance-testing focused professional with 7+ years of experience in technical support, QA review, bug reproduction, developer handoff, and structured troubleshooting. Strong personal focus on game performance and graphics analysis: frametimes, frame pacing, GPU/CPU behavior, graphics-setting comparisons, image-quality regressions, and repeatable testing across PC, console, and VR. Experienced turning ambiguous problems into reproducible test cases, documented evidence, and clear findings.

PERFORMANCE TESTING FOCUS

Frame-time & pacing
Frametime consistency, stutter reproduction, 1% lows / low-percentile behavior, repeatable runs.

CPU / GPU analysis
Utilization, bottleneck isolation, clocks, thermals, power behavior, hardware-specific issues.

QA & bug reproduction
Reproduction steps, regression validation, evidence capture, developer-ready issue notes.

Graphics comparison
Settings, RT/path tracing, upscaling/frame generation, visual regressions, side-by-side validation.

Benchmark discipline
Test matrices, controlled variables, repeated scenarios, results organization, anomaly follow-up.

Platforms
PC, PS5 Pro, Nintendo Switch / Switch 2, PSVR2 / PCVR, 4K 120 Hz OLED testing.

TESTING ENVIRONMENT

High-end PC: RTX 5090 / Ryzen 7 9800X3D / 64 GB RAM / 4K 120 Hz OLED
Additional PC coverage: RTX 5070 / RTX 4070 / Ryzen 9 3900X for broader compatibility and performance comparisons
Console & VR: PS5 Pro, Nintendo Switch 2, Nintendo Switch, PSVR2 with PC adapter, racing-wheel peripherals

SELECTED TECHNICAL PROJECTS

Silicon Tuner - NVIDIA GPU Efficiency Tool

Created and validated a Windows tool for GPU efficiency/undervolt analysis with live telemetry and in-game validation. Testing emphasizes repeatable performance, power, thermal, and stability comparisons rather than synthetic results alone.

The Witcher 3 - Matched Capture & Benchmark Route Mods

Built mods that save Geralt's position and camera setup and load them in another game instance for closely matched captures across builds, plus a tool that records and replays benchmark routes under different rendering settings. Used them to document a HairWorks visual regression between patches 5.00b and 5.01.

GameStutterLab - Windows Game Performance Diagnostic Tool

Developing a diagnostic tool (in progress) that combines frametime data, PresentMon CSV imports, CPU/RAM telemetry, JSON reports, and heuristic suggestions to investigate stutter and performance anomalies. Suggestions are checked against real gameplay captures and treated as leads, not confirmed causes.

Game Modding & Graphics Validation

Built and released a public REFramework free-camera mod and worked on RTX Remix/path-tracing, graphics compatibility, patch-regression, and image-quality experiments. Focused on issue isolation, repeatable validation, and release quality.

FlashPlay - Low-Latency Streaming Research

Led product direction and QA validation for a low-latency game/desktop streaming project, including frame timing, latency telemetry, packet-flow validation, encoder/decoder behavior, and structured test reviews.

PROFESSIONAL EXPERIENCE

International Support Supervisor, Builderall 2021 - 2026

- Supervised a 25-person international support team handling technical troubleshooting, tickets, live chat, and escalations across global markets.
- Performed formal QA reviews, tracked recurring quality issues, coached agents, and created weekly reporting for support quality and output.
- Coordinated directly with developers to reproduce bugs, document customer impact, prioritize escalations, and validate fixes before or after release.
- Handled difficult technical escalations personally, using structured troubleshooting, evidence gathering, and follow-up to reach reliable resolutions.

Customer Support Specialist, Builderall 2019 - 2021

- Delivered bilingual English/Spanish technical support in high-volume queues of up to 60 tickets per day and at least 1,800 interactions per month.
- Diagnosed platform, configuration, account, and workflow issues and escalated reproducible defects with clear steps, evidence, and customer impact.
- Created tutorials, screen-recorded walkthroughs, internal documentation, macros, and knowledge-base content.

E-commerce Entrepreneur / PC Hardware Seller, MercadoLibre 3-year period

- Operated an online store focused on graphics cards, CPUs, memory, and PC hardware; managed at least 300 monthly sales.
- Achieved MercadoLider Platino status for 2 years while maintaining claims below 2% and cancellations below 4%.

Customer Service Associate, Amazon Mexico Feb 2018 - Jan 2019

- Provided high-volume customer service through chat, phone, and email, building a strong foundation in fast case assessment, documentation, and de-escalation.

TESTING METHODOLOGY & GRAPHICS COVERAGE

- **Repeatability:** record game build, driver, settings, resolution/scaling mode, and hardware state; use the same route or scene and repeat anomalous results before drawing conclusions.
- **Performance evidence:** combine FPS and frametime behavior with utilization, clocks, thermals, power, and other telemetry to help distinguish GPU, CPU, or system-side limits.
- **Visual validation:** use fixed or closely matched captures for side-by-side comparisons, patch regressions, graphics-setting changes, upscaling/frame-generation behavior, HDR/VRR, and RT/path-tracing tests.
- **Reporting:** summarize expected vs. observed behavior, exact reproduction steps, test environment, evidence, and follow-up validation after a change or fix.

CORE SKILLS & TOOLS

Testing & QA: Exploratory testing, bug reproduction, regression validation, performance diagnostics, frametime analysis, controlled comparisons, test-case design, technical documentation.

Technical & analytical: PresentMon/CSV-based analysis, Windows troubleshooting, JSON/log review, GitHub workflows, Docker exposure, screen recording and evidence capture.

Support & collaboration: Developer handoff, escalation management, QA review, team leadership, Trello, Slack, Zendesk, Intercom, Loom, TechSmith.

Languages: Spanish - native. English - fluent spoken and written.

EDUCATION

Computer Engineering Degree, Universidad Valle del Momboy (UVM), Venezuela 2007 - 2012