Bernadette J. Itorma

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SUMMARY OF QUALIFICATIONS

A result-oriented Quality Assurance Analyst, having more than 8 year experience in testing mobile & web applications manually & 3 years exposure in an end-to-end testing and validation of SAP Operations in SAP ERP environment.

My expertise in QA includes: Black-box/White-box, Functional, Sanity, Smoke, Regression, Load/Stress/ Performance tests, DB, Security, Cloud Integration, and Cross-browser testing (Firefox, IE, Chrome, Opera, Safari) Usability, end-to-end testing & reviewing UI, software behavior/logic.

Knowledgeable in writing & executing test cases and test scripts, defect reporting and tracking using service ticketing application and HP Application Lifecycle Management. Widely exposed in the SDLC process, bug life cycle, waterfall and agile methodologies.

With 3 year experience in developing and implementing web applications using HTML5, CSS3, JavaScript, responsive design using bootstrap and code igniter framework, PHP/MySQL. Also includes intermediate skills in database management such as MySQL and Oracle.

PROFESSIONAL BACKGROUND

➢ **Senior QA Associate**
➢

NGA Human Resources
4/F Building1, Eton Cyberpod Corinthian, EDSA Cor. Ortigas Avenue, 1110,
Quezon City 1110, Philippines
February 2016 – Present

Duties and Responsibilities
Analyzes Business and Functional Requirement Documents and translate them into test scenarios and scripts
- Collaborates with the Release Team to ensure timely migration of the assignments to the required environment
- Plans, designs, and executes new QA tests for new/existing product functionality at all testing levels as defined in the SDLC
- With sufficient domain & application knowledge to plan & execute different testing activities for all testing phases
- Attains expertise in test data creation and using test automation tools
- Demonstrates good inter-personal and problem-solving skills
- Communicates and coordinates with all stakeholders for any QA assignment entrusted to him/her
- Installs software and upgrades databases as required
- Makes appropriate use of automated testing tools in all QA activities (as applicable)
- Participates in development projects as per the QA & Compliance model

➢ **Software Quality Analyst**
Globe Telecom

3/F Globe Telecom Plaza Tower 1, Pioneer corner Madison Streets., Mandaluyong City
Feb '15 – January 2016

Duties and Responsibilities
- Analyzing and defining existing business processes and interdependencies.
- Analyzing functional specs for completeness & testability.
- Analyzing test output, identifying discrepancies and clearly documenting defects.
- Responsible for creating an end-to-end test plan test cases
- Executing the plan and managing all activities in the plan to ensure that all the objectives are met and that the solution works as expected. The solution should be tested in terms of functionality, regression, performance, reliability, stability and compatibility with other legacy- and / or external systems.

➢ **Web Developer/Technical Writer/ Tester**
Loyola Plans Consolidated Inc.
Loyola Bldg., 849 A. Arnaiz Avenue, Makati City
Sept '08 – February 12, 2015

Duties and Responsibilities

WEB DEVELOPER

- Develop custom application scripts to support interactive web sites.
- Support the implementation of polices and procedures pertaining to basic web design and style.
- Work closely with Project Managers/Web Development Head and other members of the Development Team to both develop detailed specification documents with clear project deliverables and timelines, and to ensure timely completion of deliverables.
- Communicate to the Project Manager with efficiency and accuracy any progress and/or delays.
- Attend presentation to different managers and end users of the developed web application.
- Work with Project Managers to build and refine graphic designs for websites.

Other IT Related Duties

WEB APP TESTER/TECHNICAL WRITER

- Perform Load Testing, Performance Testing, and Security Testing for web application modules (Manual Testing).
- Responsible for setting up a testing environment and preparing and executing test plans and test cases covering unit testing, module testing, integration testing, load testing, performance testing, database testing. (Manual Testing)
- Prepares test reports and ensures that defects are identified, assigned for resolving, tracked and resolved. Maintains bug / defect tracking system.
- Prepares GUI checklists and coding checklists and verify if the coding has been done as per the GUI and coding standards.
- Support development staffs web application programming needs including code review and optimization for programming languages.
- Organize material and complete writing assignment according to set standards regarding order, clarity, conciseness, style, and terminology.
- Maintain records and files of work and revisions.

WEBSITE ADMINISTRATOR

- Designing and developing individual web pages for the company.
- Managing the corporate site, maintaining accuracy and consistency of website information.

- Ensuring uniformity of design and accuracy of all pages within the website.
- Troubleshooting problems associated with web pages.
- Checking dead links as frequent as possible.
- Tracking visitors on company site.
- Manage and Monitor Company Web Portal
- Use external and internal connection to make sure that it is accessible on both networks
- Monitor EMPCODEs with several FAILED attempts when logging in. Track the IP.

➢ **Quality Assurance Analyst**
Penn Philippines Export Inc.
FTI Avenue, Corner Bagsakan Road, FTI Complex
September, 2007 – August 02, 2008

Duties and Responsibilities
- Assist QA Supervisor in providing Failure Analysis and formulation of Containment, Corrective and Preventive Action to eliminate quality issue and process problems.
- Ensure strict implementation of approved controls and quality specification per Articles and Machine.
- Generates Daily / Weekly / Monthly Report for his performance and accomplishment.
- Contribute to line and Process improvement.
- Manages the company's safety and ergonomic programs.
- Promotes and implements programs of management
- Deals with problems on matters of industrial relations.

➢ **Production Operator**
Continental Temic
FTI Complex, Bagsakan Road, Taguig City
July 2006 - September 2007

Duties and Responsibilities
- Electronic Breaks System Assembly Module, responsible for maximizing production output with high quality.
- Integrated Circuits Inspection, responsible in maximizing production output and maintaining high quality products.

EDUCATIONAL ATTAINMENT

College : University of Northern Philippines
Candon City, Ilocos Sur
Year Graduated 2006

Course : **Bachelor of Science in Computer Science**