# MICHAELA YAMBAO

## Applications Quality Assurance Engineer

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📍 Pampanga, Philippines

## SUMMARY

Michaela is an Applications Quality Assurance Engineer at Sophos based in Makati City. She has more than 3 years' knowledgeable experience in testing Salesforce solutions for global clients. Her daily tasks include supporting applications that are being developed and this includes bug reporting, functional testing, and maintaining test scripts.

## PROFESSIONAL EXPERIENCE

### Applications QA Engineer II

**Sophos**

📅 04/2020 - Present    📍 Makati, Metro Manila

- Peer review test cases and provide guidance to other members when necessary.
- Proactively contribute to test execution and monitor it for reporting within the team.
- Engage with BA and TAs to clarify requirements and offer recommendations for improvements.
- Effectively communicate with business stakeholders
- Collaborate with Scrum Master to resolve any problems and exceptions that need to be addressed in a timely manner.
- Lead complete delivery for team projects with minimal support.
- Participate in bug and metric review meetings.
- Organize regression activity of the team and own status of reporting.
- Acts as a Regression coordinator across teams.
- Coordinate test efforts with all affected parties.
- Provide coaching and guidance to junior members to enable them to contribute more effectively.
- Implements test automation using Provar according to application/framework to be tested. Maintain, update, and fix existing automation suites according to requirement and development changes

### Associate QA Engineer

**Accenture**

📅 08/2019 - 03/2020    📍 Taguig, Metro Manila

- Develop manual functional/regression tests and documentation against specified timescales, quality, and acceptance criteria to ensure definition of done is met.
- Conduct functional, integration, regression testing, tracking defects as required.
- Review own test cases and identify opportunities to improve.
- Participate in the debugging and triage process.
- Log and follow up defects into Jira with the required details based on testing standards so that results can be reproduced and debugged.
- Escalate any problems and exceptions that need to be addressed to the QA Lead in a timely manner.

## EDUCATION

### Bachelor of Science in Mathematics with specialization in Computer Science

**Bulacan State University**

📅 2015 - 2019    📍 Malolos, Bulacan

## SKILLS

Quality assurance

Salesforce Service Cloud

Salesforce Sales Cloud

Salesforce Data Loader    Jira

Provar    Documentation

Communication

## CERTIFICATIONS

☁ **Salesforce**
- Salesforce Certified Associate
- Salesforce Certified Administrator
- Salesforce Certified Business Analyst

✔ **ISTQB**
- CertifiedTester Foundation Level (CTFL)
- Certified Tester Foundation Level Agile Tester (CTFL-AT)

## CHARACTER REFERENCE

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**Veronica Aguilar**

**Test Analyst 4+639 9454089974 aguilarveronication@gmail.com**