

Monica Liliana Albiaque

QA Tester

I enjoy getting to learn new tools and languages, adding knowledge so I can have a wider overview of any project I am working on.



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📍 Jose Clemente Paz, Argentina

📅 18 April, 1963

EXPERIENCE

QA Tester

Connectis ITC Services SA

09/2021 – Current

Tasks

- UI Testing (Manual) in Movistar-Telefónica.
- Test scenarios design and test data generation.
- Test execution and documentation. Test evidence and defects registration in HPALM / JIRA.
- Queries execution on Web/SoapUI services.
- SQL queries execution (Dbeaver – SQLDeveloper - MySQL).
- RPA UiPath Studio. Automation for test data generation.

IT Management - Analyst

Connectis ITC Services SA

07/2006 - 09/2021,

Achievements / Tasks

- **Level 2 Operations Support - App Mi Movistar**
Incident detection and escalation. Interaction with different Support teams. BMC Remedy management. Webservices execution in Postman. Document creator for Level 1.
- **Quality Leader**
Permanent communication and adjusting with the Customer. Quality surveys and coaching. Identify and perform improvement opportunities. Knowledge base (Wiki) content and Workarounds creator. Ticket monitoring, identifying process deviations and breaks. Results/KPI's report building and communication.
- **Level 1 Support for Movistar-Telefónica**
Movics/T3 as commercial system. Referent in Payment and Billing scenarios in Web applications, specifically App Mi Movistar (B2C-B2B). Incident and ticket management. SQL Data base update (Toad, DBeaver).

EDUCATION

System Engineering (3rd year)

Universidad Abierta Interamericana (UAI)

Programming Technician

Universidad Tecnológica Nacional (UTN)

02/2000 - 12/2001

SKILLS

Team work

Self learner

Methodic and organized

Time management

Research and analysis

Technical English

Problem solver

Customer oriented

Responsability and autonomy

Proactive

HTML, CSS, Java Script knowledge

COURSES

RPA–UiPath Process Automation (2022)

Udemy

Project Management with Agile Methodology (2021)

Telefónica Movistar Foundation

Webinar "Soft. Testing QA introduction" (2021)

Educacion IT

Web Programming (HTML-CSS-JavaScript) (2020)

<https://punchit.com.ar/>