

Mark Allen Nepomuceno Trajano

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Professional Summary

Quality Assurance Analyst with over 6 years of professional experience in manual, functional, and API testing across Agile, Waterfall, and Modified Waterfall SDLC methodologies. Skilled in test case creation, execution, and defect management, with hands-on experience in UAT support, cross-platform validation, and deployment verification. Adept in analyzing requirements, preparing detailed test documentation, and collaborating with cross-functional teams to ensure high-quality deliverables. Proficient in tools including Postman, Azure DevOps, and Jira.

Core Competencies

- Manual & Functional Testing
- Regression, Smoke, and End-to-End Testing
- API Testing (Postman)
- Test Case Design, Review & Execution
- Defect Reporting & Management
- Cross-Platform Testing (Web & Mobile)
- UAT Support & Deployment Validation (IVT)
- Agile (Scrum, Kanban), Waterfall, Modified Waterfall SDLC
- Data Validation (SQL Server, Cosmos DB)

Technical Skills

Tools: Postman, WinSCP, Azure DevOps, and Jira

Languages: Java, SQL

Productivity: Microsoft Excel, Word, PowerPoint

Professional Experience

Software Quality Analyst – Vertere Global Solutions (Client: Metrobank)

March 2023 – April 2025

Responsibilities:

- Worked as a Functional Tester with a strong focus on Manual Testing for banking applications.
- Analyzed specification documents and related artifacts to identify testing scope.
- Created, reviewed, and executed detailed test cases for SIT and UAT phases.
- Prepared test data, executed regression, sanity, end-to-end, edge case, and exploratory testing.
- Logged and tracked defects using Jira; collaborated with developers for timely resolution.
- Assisted in preparing test planning and QA sign-off documents.

Projects:

- Utility Payment Platform – Validated biller categorization and account number rules via API testing.
- Transaction Restriction Platform – Ensured system correctly restricted transactions based on specific input combinations.
- PCP – Validated bill computation display logic based on user input combinations.
- C2 – Mobile Authentication – Verified authentication key interoperability between web and mobile platforms.
- Desktop Web Command Center – Tested CRUD operations for integrated modules; validated changes through API responses.
- TSPA – Verified transaction success and correct bank format conversion using Mochasoft and API.

Key Contributions:

- Modified existing automation test scripts to include API keys from prerequisite requests, ensuring smoother API test execution.
- Proposed to QA Lead the idea of partially automating some test cases to reduce time spent creating them.
- Led knowledge transfer sessions for new QA team members.
- Provided guidance on document analysis and defect logging.

Tools Used: Jira, Mochasoft, Postman, WinSCP

Software Quality Engineer – Pointwest Squad Inc. (Client: AXA Philippines)

March 2021 – December 2022

Responsibilities:

- Worked as a Functional Tester specializing in Manual Testing for insurance and digital platforms.
- Designed and executed test cases, prepared test data, and conducted regression, end-to-end, and edge case testing.
- Supported UAT by assisting business users with defect resolution and data setup.
- Participated in Agile ceremonies, including daily stand-ups and retrospectives.
- Served as temporary QA Lead for a project, managing triage meetings and providing status updates.
- Performed IVT (Implementation Validation Testing) for production deployments.

Projects:

- EMMA – Mobile app for health policy management and product purchases.
- Spring – Centralized data processing platform ensuring accuracy across systems.
- EMMA Chatbot – Interactive chatbot for customer inquiries.

- EMMA Gatekeeping – Filtered outdated test data before migration to new database.
- EMMA Document Upload – Enabled automatic data entry from uploaded client documents.

Key Contributions:

- Integrated Sikuli with Selenium to automate test data preparation for desktop and web.
- Reduced dependency on other QA team members by streamlining data preparation.

Tools Used: Azure DevOps, Postman, WinSCP, Cosmos DB, SQL Server

Quality Analyst – IT Managers (Client: Maybank)

October 2019 – April 2020

Responsibilities:

- Assisted in test case creation, execution, and defect logging.
- Coordinated with cross-functional teams to address issues impacting testing.

Projects:

- Core banking modules testing using Mochasoft.

Key Contributions:

- Learned and applied batching process in Mochasoft to reduce dependency on other teams.
- Provided urgent QA support to another project team.

Tools Used: Mochasoft

Test Analyst – Accenture

October 2018 – April 2019

Responsibilities:

- Developed high-level and detailed test cases based on scenarios and requirements.

Tools Used: N/A

Quality Assurance Software Engineer – Alsons (Client: Accenture)

July 2017 – October 2018

Responsibilities:

- Developed automated test scripts for assigned functions using Selenium.
- Reported daily status, including defects and issues.

Key Contributions:

- Optimized automation code by simplifying methods for better maintainability.

Tools Used: Eclipse, Selenium, TestNG, JUnit, Maven

Education

Bachelor of Science in Information Technology
AMA Computer College, Mandaluyong | 2011 – 2017

Certifications & Achievements

- Certificate of Recognition – Pointwest Squad Inc. (Sept 2021)
- Bootcamp Certificate “Alternate Associate Software Engineer Bootcamp” – Alsons (Aug 2017)