MICHELLE CHUA–LAGARE
QE-360, Founder and President

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Summary

Michelle Lagare started the advocacy of transitioning Filipino Quality Assurance Analysts (manual testers) to Quality Engineers (hybrids of QAs and programmers) by incorporating engineering skills to improve the level of quality and efficiency despite the limited resources. She coined the term Quality Engineer in 2013. As the first Quality Engineer, she led several testing communities throughout the country.

Prior to the founding of QE-360, she has led QAs and QEs for companies such as Voyager, Towers Watson, Affiliated Computer Services, among other companies. She has experience in different industries such as e-commerce, lead generation, communications (VOIP), Fintech, HR Tech, healthcare, POS, and embedded systems.

She has conducted seminars and training both for the industry and academe to help address the gaps between the said parties. Through conferences and meetups both locally and abroad, she has been a proponent of improving the quality of our graduates and IT professionals.

Career Summary

Nov. 2018 – Present   **QE-360**
                                 Founder, President

Outline
Builds a network of potential clients, provides consulting services for companies that need coaching in improving their development processes, agile transformation, quality improvement, and conducts training to produce more quality applications given the same amount of resources.

Key responsibilities
- Sets strategy and vision
- Leads the brand management and recognition
- Expands network, forms partnerships
- Identifies potential challenges and solutions
- Recruits and mentors consultants and trainers
- Analyzes areas for improvements and strengths of the resources and company
- Ensures that current services have sustainable client pipeline
- Sets and monitors the company's KPIs
- Identifies ways to raise funds

Key achievement/projects
- Being recognized in both industry and academe for training and seminars
- Tapped both locally and globally for training and outsourcing partnerships

Oct. 2013 – Nov. 2018   **Voyager Innovations, Inc**
                                   QE - Specialization Head

Outline
Builds teams of QEs, sets the standards and metrics for Quality, trains and optimizes resources. Grows the QE department and provides QEs for the Voyager Group subsidiaries. Mentors QEs and develops leaders from the said department.

Key responsibilities
- Manages hiring of QE talents
- Manage QE resources to support 6 - 9 lines of businesses
- Ensures overall quality and on-time releases for all lines of businesses
- Aligns with business heads and engineering heads to manage releases
- Resolves concerns between QEs and other teams
- Provides needed training to help standardize test automation skills and tools across Paymaya, Fintq and Voyager
- Analyzes and standardizes applicable tools and processes for Paymaya, Fintq and Voyager for transparency and ease in executive monitoring

Key achievement/projects
- Develop and release Talk2 (VOIP app) within several months and immensely improved the quality of the said product. Talk2 reached 99.86% crash-free sessions for iOS and 99.9% crash-free sessions for Android
- Was able to build a better relationship with our business partners in Japan through personally conducting the User Acceptance Test with them in Chiba Prefecture.
- Managed to transition QAs to QEs
- Standardized the tool and process for Production Incident Management as well as Scrum practices
- Improved Production Incident SLA performance
- Hatch DPA Compliance

Jan. 2013 – July 2013   **Digital Room (Philippines) Inc.**
                                   QA Manager
- Manages a QA team to deliver high quality websites for multiple product
- Establishes testing foundation, processes, standards and tools for the QA team.
- Assesses the QA needs of the projects and hire as needed
- Represents the QA Team in the Product Steering Meeting with Executives
- Serves as the test automation team stakeholder
- Spearhead the AWS Cloud Migration Testing for all sites – company-wide testing effort

May 2011 - Dec. 2012   **Towers Watson**
                                   QA Team Manager
- Leads in sourcing, onboarding, and mentoring QA associates
- Manages a team of 13 QAs in the project to ensure timely deliverables
- Manages the performance of 7-8 QAs
- Champions Process Improvements – represents QA Department in Professional Excellence and Internal ISO Audits
- Participates in core QA activities to get a better assessment of the process improvements in place and any areas that still need further improvement.
- Leads the security/vulnerability testing for TRC Citigroup

Jan. 2007 - June 2008   **Branders.com**
                                    Business Analyst

- Coordinates with the planning team in order to create a test plan
- Manages QA resources from Manila and Bangalore; delegate daily tasks to the resources
- Leads the QA team in report specification analysis, test case and validation query creation and review, structural and data validation and defect logging and tracking
- Sets up defect severity guidelines and defect logging process
- Initiates status report and triage calls
- Trains QA members in all testing processes / activities

May 2006 - Oct. 2006   **Antico Manila**
                                    QA Lead / Tech Writer

- Allocates resources per project, sets timelines and monitors performance of the QA Team
- Creates Test Plan, Test Data and Test Cases
- Monitors the testing process and tracks defect-resolutions
- Trains QAs in Automated Testing in using Silk Test / Silk Performance

May 2004 - May 2006   **Askuserv**
                                    Dev, QA, Tech Writer

- Develops Window-based applications that allows electronic weighing scales to talk to other electronic weighing scales
- Develops templates for test plan, test cases, defect management and status reports
- Executes tests and provide test report to stakeholders
- Creates User Manuals, Help files, Templates and approve other documents for release