Heidy Cardenas

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PROFILE

QA Analyst specialized in manual testing and quality assurance, with proven experience in data validation and critical process evaluation. Skilled in defect identification and documentation, executing E2E testing, and optimizing workflows in collaboration with development teams to ensure software reliability and compliance with quality standards.

Key Experience:

- Application testing, defect identification and reporting, regression testing, manual E2E testing.

- Data validation in credit applications, financial information review, risk assessment.

- Customer account management, billing accuracy, troubleshooting 4G/5G technology, healthcare system support.

Tools & Technologies:

- **Development & Testing Tools:** Visual Studio Code, GitHub, Jira, Selenium IDE, Cypress, Postman.

- **Languages & Technologies:** Java, JavaScript, Node.js, SQL (MySQL and SQL Server), APIs.

- **Methodologies & Practices:** Manual Testing, Scrum, Data Analysis, Time Management.

- **Core Competencies:** Defect Identification & Documentation.

Strengths:

- Strong attention to detail, excellent communication skills, adaptability, and problem-solving in high-pressure environments.

EXPERIENCE

Conduent | *Guatemala, Guatemala – Remote for USA* | Sept 2024 – Present

Transaction Processing Associate

Performed manual validation of transactions, checks, and invoices in internal systems, ensuring accuracy and compliance with policies. Identified, documented, and escalated errors or inconsistencies, preparing clear reports for support and operations teams. Handled sensitive information in critical environments under security protocols, applying practices comparable to software testing.

uTest Platform | *Guatemala, Guatemala – Freelance Software Testing*| Apr 2024 – Dec 2024

Manual Testing

Conducted remote software testing projects for international clients, adapting to different technologies and requirements.

Genpact (Citi Bank) | *Guatemala, Guatemala – Remote for USA* | Apr 2021 – Nov 2023

Credit Analyst

Verified and validated credit card application data, including financial information and applicant identity. Assessed risks and ensured accuracy and compliance with credit policies for application approval or denial.

LANGUAGES

Spanish (Native)   English (B2)

CERTIFICATIONS

Academia QA - Estimación de Esfuerzo QA

Academia QA - Curso Introducción al Performance Testing

ECOCredGT - Strong typing, Strong Code: The TypeScript Advantage

CISCO – English for IT 1