

# Janrey Cyril C. Faderanga

## Software Test Engineer

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Detail-oriented professional with a passion for software quality. Proficient in manual testing, defect tracking, and test case execution. Seeking to apply skills as a Junior QA Tester to ensure seamless software performance.

## EDUCATION

### Pamantasan ng Lungsod ng Muntinlupa, Philippines

2021 - 2025

- Bachelor of Science in Information Technology
- Associate in Computer Technology

## TECHNICAL SKILLS

- **Languages** : Tagalog (Native), English (C1)
- **Manual Testing** : Functional, Regression, Exploratory, API, Smoke, Sanity
- **Testing Tool** : Jest, Postman
- **Bug Tracking** : Trello, Jira
- **Programming** : Javascript, Typescript, SQL, Reactjs, Nextjs (Web Development)
- **Tools** : Visual Studio Code, Figma, Microsoft Office, git/github
- **Soft skills** : Communication skills, Time management, Adaptive, Multitasking, Detail-oriented

## WORK EXPERIENCE

### FRAUD ANALYST

September 2025 - December 2025

Teleperformance | Muntinlupa City, NCR, Philippines - 4 mons

- Monitored real-time queues to detect and flag high-risk transactions within the business portfolio.
- Observed customer transactions to identify potential fraudulent activities, including account takeovers, friendly fraud, theft, and other security risks.
- Investigated and confirmed fraudulent transactions using established protocols and fraud detection and tracking tools.

### IT SUPPORT INTERN

February 2025 - May 2025

City Police Station | Muntinlupa City, NCR, Philippines - 4 mons

- Assisted in troubleshooting and repairing 10+ computers, including cleaning and formatting 7 units.
- Supported system maintenance, network management, and hardware/software troubleshooting.
- Monitored local network performance and resolved basic internet and printer issues.

### CSR AND LEARNING COACH - 1yr 5 Mons

September 2023 - January 2025

Teleperformance | Parañaque City, NCR, Philippines

- Trained and mentored 30+ new hires on company processes and workflows.
- Enhance being Detail-oriented and Adaptive, Improve Microsoft office tools utilization.
- Utilized Salesforce lightning for documentation and maintained an average customer satisfaction rating of 90%+.
- Documented cases in Salesforce Lightning and ensured compliance with HIPAA guidelines.

## PROJECTS

### Auto Analyst Tool (Business Related Project)

- Built a Tool using Javascript and dev tool
- Designed and executed 10+ test cases
- Conducted unit testing (Jest) and Manual Testing
- Tracked and documented issues in Excel to improve system reliability.
- Improved case-handling speed from 4 mins to 1 min while maintaining 98% analysis accuracy.

### I Track Money (Personal Project)

- Built a financial tracking app using TypeScript, ReactJS, Supabase (PostgreSQL), Zustand, and Node.js.
- Designed and executed 30+ test cases, identifying and documenting 15+ defects.
- Conducted unit testing (Vitest) and API testing (Postman) to validate core financial features.
- Tracked and documented issues in Excel to improve system reliability.

### Mobile-Based Hybrid Blood Bank System (Capstone Project)

- Led a team of 3 as Team Lead & Manual Tester; awarded Best Capstone Project in Mobile Development
- Developed using Javascript, React Native, NativewindCSS, Supabase and Nodejs.
- Built and tested features for blood requests, donations, and appointment scheduling and designed using Figma.
- Performed unit testing (Vitest) and API testing (Postman) across key workflows.
- Tracked and resolved defects using Trello, Jira, and Excel, ensuring project stability and quality.