

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 lighting* 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.