

Maria Blanca Simandan

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Portfolio | https://scifi4e.github.io/portfolio_site/

Web Development • Design • Web Content Management

Creative and curious tech professional transitioning into web development and web content management. Experienced updating, testing, auditing websites and content using content management systems (CMS), HTML, CSS, and JavaScript.

Core Competencies

Web Development	Web Content Management	Design
Software Development Lifecycle	Production Support	Customer Client Support

Technical Skills

Programming Languages	HTML 5, CSS, JavaScript, SQL
Software Testing	Web, Mobile, Tablet, IVR, POS, Customer Service, New Accounts, Financial
Software	JIRA, Post Man, IBM DB2 Mainframe, Adobe Photoshop and Illustrator, Visual Code Studio, WordPress

Professional Experience

Intrado **01 | 2020 – 04 | 2020**

Quality Assurance Support Analyst

Conducted IVR testing on telephony applications and provide support for client managers and troubleshooting of issues throughout the testing lifecycle.

- Designed and developed tests for IVR, Mobile, SMS including web-based applications and created reports for developers to remediate bugs and errors prior to release of updates.
- Position eliminated due to a Reduction in Force because of company reorganization during pandemic.

The World Wide Web Consortium (W3C) **2019-2020**

Front-End Web Developer Professional Certificate

Studied HTML, CSS, and JavaScript to build and design mobile-first, responsive websites.

TCS Software

Systems Support Specialist **2019**

Provided customer service and system support for custom websites and content management systems (CMS) built by TCS for clients in the non-profit and association industry.

- **NOT** Tata Consultancy Services
- Provided guidance on content, web and email marketing, membership due processing, online payments, ecommerce, event creation and registrations, form creation, and web analytic reports.
- Completed database cleansing and conversions to ensure data integrity in custom built CMS.
- Worked with the software development team to provide design feedback and product testing.

Alliance Data **2015 - 2019**

Quality Assurance Analyst

Liaison between business clients, internal end users | departments, and the IT department to implement, test, and enhance business systems and resolve production and testing issues for web, mobile, tablet testing, acquisition | new accounts testing, authorization testing and settlement testing.

- Accountable for Integration Testing, System testing, UAT testing for front and backend applications. Content and database validation.
- Reviewed requirements and specs and tested new systems, capabilities, integrations, and upgrades and documented and reported on testing progress and defects and presented final results to the project team and key stakeholders.
- Created, executed, and maintained test plans, test cases, test scripts, and test accounts.
- Provided production | go-live monitoring and ad hoc reporting for software releases including support, system analysis, root cause analysis resulting in quality release.
- Worked directly with clients for system integration testing and user acceptance testing.
- Trained new testers and new users and created and maintained documentation to ensure performance metrics were met.

JPMorgan Chase, Columbus, OH

2012- 2014

Risk Operations Analyst | Specialist – Inclearing Check Fraud

Accountable for analyzing multiple customer checking accounts to minimize and prevent losses by reviewing high risk checks and identifying fraudulent activities.

- Evaluated and analyzed data from multiple sources to ensure accuracy and integrity to make decisions.
- Provided customer service to customers and businesses affected by fraud resulting in high customer satisfaction ratings.

Education

Bachelor of Fine Arts - Ohio University, Athens, OH

Front-End Web Developer Professional Certificate edX | The World Wide Web Consortium (W3C) April | 2020