Maria Blanca Simandan

Web Development • Design • Web Content Managment

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scifi4e.github.io/portfolio_site/

Education

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

Ohio University
Bachelors

Skills

-
- Software testing
  - Web/Mobile/Tablet
  - IVR
  - POS
  - Customer Service
  - New Accounts
  - Financial
- Web/Content Management
- Production Support
- Root Cause Analysis
- Reporting
- SQL/Queries
- Customer/Client Support

Programing Languages

- HTML 5
- CSS
- JavaScript

Software

- JIRA
- Post Man
- IBM DB2 Mainframe
- Application Lifecycle Management (ALM)
- Adobe Photoshop & Illustrator
- Visual Code Studio

Experience

Intrado
Quality Assurance Support Analyst
Manager: Cathi Sniderman
2020

- System Testing
- IVR Testing
- Mobile/SMS Testing
- Reporting Testing
- Web Testing
- Development and Client Engagement Support

TCS Software (TCS is Thomas C. Snide Software **not** Tata Consulting Services)
https://www.tcssoftware.com
Systems Support Specialist
2019
Manager: Tim Rorris

- Production Support
- Customer Service
- Web Content Management
- Web and mobile testing
- Reporting
- Database cleaning and conversion
- Events and Registrations

- Membership Due Processing
- Online Payments
- Online Input Forms
- Broadcast email marketing
- Web marketing
- HTML & CSS

Alliance Data
Quality Assurance Analyst
2015 – 2019
Manager: Lora McIlvain

- 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
- Web/mobile/tablet testing, acquisition/new accounts testing, authorization testing, settlement testing
- Unit testing, Integration Testing, System testing, UAT testing
- Front end and back end testing
- Content and database validation
- Reviewed requirements and specs
- Tests new systems, new capabilities, new integrations, and upgrades
- Created, executed, and maintained test plans, test cases, test scripts, and test accounts
- Documented and reported on testing progress and defects
- Documented and presented final test results to project team and key stakeholders
- Provided production/go-live monitoring/ and ad hoc reporting
- Production support, system analysis, root cause analysis
- Worked directly with clients for system integration testing and user acceptance testing
- Created and maintained documentation and trains new testers and new users

JPMorgan Chase
Risk Operations Analyst/Specialist – Inclearing Check Fraud
2012- 2014

- Minimized and prevented losses by reviewing high risk checks and identifying fraud
- Evaluated and analyzed data from multiple sources
- Provided customer service to customers and businesses affected by fraud