

ALMER DELOS REYES

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I am highly skilled with computers and quick to learn new technology. I have a strong ability to solve problems, improve processes, and support teams by using my technical knowledge. I stay up to date with technology trends to ensure I deliver reliable and efficient results.

EXPERIENCE

QUALITY ASSURANCE (SOFTWARE TESTER)

Lumawig Inc. | Makati City, Philippines

2021 – 2024

- Conducted in-depth testing and inspections to ensure product functionality, performance, and compliance with company and industry standards.
- Designed and executed comprehensive test plans, including manual and automated test cases using **Playwright** and **Cypress** for end-to-end testing.
- Performed **API testing** to validate functionality, performance, and security, ensuring seamless integration with backend services.
- Identified, documented, and reported critical bugs and performance issues, collaborating closely with development teams for timely resolution.
- Maintained and continuously improved QA documentation, including test plans, test cases, scenarios, and checklists, to streamline testing processes.
- Analyzed QA metrics and test results to identify trends, optimize workflows, and enhance overall product quality.
- Worked closely with cross-functional teams to align testing efforts with client requirements, ensuring a seamless user experience.

CLIENT SUPPORT

- Provided support to clients by resolving inquiries, troubleshooting issues, and offering tailored solutions promptly.
- Documented and tracked customer feedback to identify trends and inform process improvements.
- Assisted in onboarding and educating clients about product features and functionalities.
- Ensure high levels of client satisfaction by addressing concerns empathetically and professionally.

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Western Mindanao State University

SKILLS

- Manual Testing
- Automation Testing
 - Playwright
 - Cypress
- Test Case Design & Execution
- Defect Tracking & Management
- API Testing
 - Postman
 - REST
- JavaScript / TypeScript
- Python
- Attention to Detail
- Problem Solving
- Communication