Marie-Jo Atayi

Software Quality Assurance Engineer

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atayia.github.io/qa-portfolio/

PROFESSIONAL SUMMARY

Results-driven IT professional with a Bachelor in IT and AWS AI Practitioner certification, experienced in manual QA testing, defect identification, and test case design. Currently developing Heat QA Solutions, a personal technical brand used to engineer custom QA deliverables, automated Bash backup scripts, and responsive web portfolios. Proven ability to manage high-volume technical cases and streamline workflows in multilingual environments.

SKILLS

Testing: API Testing, Cross-Browser/Mobile Testing, Functional, Integration, Manual Testing, Regression, Smoke, UI

Tools: BrowserStack, Chrome DevTools, GitHub Pages, Jira, Kiwi, Postman, Salesforce, VS Code

Programming/Automation: Bash/Shell Scripting, Playwright (in progress), Python/Java (in progress)

Methodologies: Agile, Defect Lifecycle, Scrum, SDLC, Test Case Management

Languages: English (fluent), French (fluent)

PROJECTS

Lead QA Developer

Heat QA Solutions (Personal Technical Brand)

- Engineered a responsive web portfolio to showcase QA audits for clients like Amazon, utilizing HTML5, CSS3, and JavaScript.
- Developed a Bash-based automated backup system to manage local project versioning and data security.
- Validated cross-device UI consistency and performance across iOS (iPhone 12–17 Pro Max) and macOS (MacBook Air) environments
- Maintained a dedicated testing environment with isolated data management via heatqa.test@gmail.com.

IT Project Lead | Cloud Implementation of ABC Internet Banking

- Gathered requirements for VPNs, firewalls, and MySQL databases for deployment on AWS and Azure platforms.
- Developed comprehensive test plans and cybersecurity access control strategies for cloud deployment.

EDUCATION

Bachelor of Science in Information Technology | University of Phoenix   03/2023

- Advanced Software Developer Professional Certificate (CE Verified)
- *Capstone:* Cloud Implementation of ABC Internet Banking System

CERTIFICATIONS

AWS AI Practitioner Certification | Amazon Web Services   10/2025

WORK EXPERIENCE

CDK Global & Genpact

Technical Support Analyst / Senior Process Associate   04/2021 - Present

- Closed 150+ client cases per month and managed 300+ total monthly cases across payroll, accounting, and dealership workflows.
- Identified 10-30 monthly post-release defects; performed defect triage by linking duplicate client cases to master tickets, accelerating engineering resolution times.
- Delivered specialized Payroll & Accounting support, troubleshooting complex discrepancies and configuration errors.
- Handled ~60% of French-speaking Accounting cases, improving accessibility for global clients.
- Streamlined case management by creating Salesforce macros and reporting workflows, improving efficiency by ~15%.

Screenia (Careerist QA Bootcamp)

Software QA Engineer Intern   11/2024 - 12/2024

- Designed 50+ manual test cases and executed ~150 test runs in Kiwi to increase coverage across key features.
- Performed functional, UI, regression, and smoke testing on web and mobile (iOS/Android) applications.
- Conducted API validation using Chrome DevTools to identify performance issues and verify backend responses.
- Logged and tracked defects in Jira, ensuring accurate documentation within the SDLC.