

Marie-Jo Atayi

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PROFESSIONAL SUMMARY

Results-driven IT professional with a **Bachelor in IT (with Software Development certificate)** and **AWS AI Practitioner certification**, experienced in **manual QA testing, defect identification, test case design, and SDLC practices**. Proven ability to manage **high-volume technical cases**, uncover defects, and streamline workflows in multilingual environments. Actively expanding **QA automation skills** (Selenium + scripting) to enhance software quality and testing efficiency.

PROFESSIONAL EXPERIENCE

Technical Support Analyst / Senior Process Associate – CDK Global & Genpact (Transferred)

04/2023 – Present

- Closed **150+ client cases per month** and managed **300+ total monthly cases** across payroll, accounting, reporting, and dealership workflows; supported escalations and cross-team resolutions.
- Identified **10–30 post-release defects monthly**, linking tickets to known issues to increase defect visibility.
- Provided **specialized Payroll & Accounting support**, troubleshooting multi-step issues and collaborating with **ADP** for payroll discrepancies, configuration errors, and processing escalations.
- Delivered multilingual support, personally handling **~60% of French-speaking Accounting cases**, improving accessibility for global clients.
- Streamlined case management by creating **Salesforce macros** for ticket handling and generating **reports** for case tracking, improving workflow efficiency and response consistency.
- Recognized repeatedly by leadership for **ownership, problem-solving, and resolving complex or unfamiliar issues**, including uncovering defining clues that accelerated Tier 2 investigations.
- Maintained **90–100% CSAT scores**, consistently meeting or exceeding case-resolution KPIs and contributing to overall team performance.

Software QA Engineer Intern – Screenia (Careerist QA Bootcamp)

11/2024 – 12/2024

- Designed **50+ manual test cases** using spreadsheets and executed **~150 test runs in Kiwi**, increasing test coverage across key features.
 - Performed **functional, UI, regression, smoke, and integration testing** on both web and mobile (iOS/Android) applications.
 - Conducted **light API validation** using Chrome DevTools (network tab), identifying performance issues and verifying backend responses.
 - Logged, tracked, and validated defects in **Jira**, ensuring accurate documentation and alignment with SDLC processes.
 - Performed **cross-browser testing** across Chrome, Safari, Firefox, and Edge to verify consistency and identify UI differences.
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PROJECTS

IT Project Lead – Capstone Project: Cloud Implementation of ABC Internet Banking System

- Gathered requirements on VPNs, firewalls, MySQL databases, software applications, and cloud platforms (AWS, Azure).
 - Developed **test plans, cybersecurity plans (access control, encryption)**, and implementation strategy for cloud deployment.
 - Conducted post-project analysis to identify process improvements and strengthen system resilience.
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EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor in IT (with a Software Development Certificate)

University of Phoenix - April 2023

Manual QA Bootcamp – Careerist

Sep 2024 – Jan 2025

QA Automation Training (In Progress)

- Learning **Selenium**, automated test scripting (Python/Java), and CI/CD concepts

TECHNICAL SKILLS

Testing: Manual Testing, Functional Testing, Regression Testing, Smoke Testing, Integration Testing, UI Testing, API Testing

Tools: Jira, Chrome DevTools, BrowserStack, Postman, Kiwi, Salesforce (ticketing, macros, reporting), Mantis, Confluence

Programming / Automation: Selenium (in progress), Python/Java (in progress)

Databases: MySQL

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

Languages: English (fluent), French (fluent)

KEY ACHIEVEMENTS

- Achieved **90–100% CSAT** scores while handling complex, technical, and multilingual support cases.
- Identified **defect patterns across 10–30 cases/month**, improving defect visibility and accelerating troubleshooting.
- Executed **150+ QA test runs** during internship, improving release reliability and defect discovery.
- Developed Salesforce automation macros and reporting workflows, improving ticket-handling efficiency by ~15%.