

# Cintia Marques Dourado

QA & Delivery Specialist · Agile Governance · B2B/B2C E-commerce · End-to-End Releases

## CONTACT

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## TECHNICAL SKILLS

- Quality Assurance (QA)
- Test Strategy & Planning
- End-to-End Testing
- Functional, Exploratory & Integration Testing
- API Validation
- Data Analysis (MySQL)
- Log Analysis / Incident Investigation
- Magento (Adobe Commerce)
- Integrations: ERP, CRM, Payment Gateways
- CI/CD Environments
- Git / AWS Fundamentals
- Microsoft Project, ProofHub, Jira, ClickUp
- Scrum & Kanban
- Status Reporting / Executive Visibility
- Flow Metrics: Lead Time, Cycle Time
- AI Applied to Delivery & Quality

## CERTIFICATIONS

- Fundamentals of Time Management
- Fundamentals of Project Management: Quality
- Requirements Granularity and Agile Methods
- Full Stack Web Developer
- Online Course – Eu ProgrAmo

## EDUCATION

**Information Technology Management**  
Information Systems Management  
UNINTER – Centro Universitário Internacional  
Feb 2019 – Jul 2021

## LANGUAGES

- English – Intermediate
- Portuguese – Native / Fluent

## PROFESSIONAL SUMMARY

Software Quality Assurance (QA) professional with growing expertise in Delivery and operational governance of digital projects, combining technical vision, process organization, and a strong focus on delivery predictability. Solid experience in B2B and B2C digital products, driving end-to-end quality assurance, business rules analysis, acceptance criteria definition, and user story development that enables structured derivation of test cases, checklists, and technical documentation. Experienced in integration validation and release tracking in continuous deployment environments.

- Plan and track deliveries in agile environments
- Actively participate in ceremonies: Planning, Daily Standups, Sprint Reviews, and Refinement
- Manage backlogs and validate acceptance criteria
- Consolidate information for status reports and executive visibility
- Monitor risks, dependencies, and release impacts
- Bridge Engineering, Product, UX/UI, Data, and Stakeholders
- Drive continuous improvement of user experience (UX)

## PROFESSIONAL EXPERIENCE

### Quality Manager

**Hartwell Companies | United States**

Feb 2024 – Present

Strategic software quality work for digital products and e-commerce platforms, focused on requirements analysis, process improvement, and integrations (ERP, CRM, payment, checkout) in a cross-functional agile environment. Responsible for reviewing functional documentation, business rules, and Figma prototypes, supporting the product lifecycle from planning to production, ensuring quality, consistency, and alignment with business goals.

- Analyze demands, requirements, and end-to-end flows for digital products
- Define test strategies, including manual tests and functional validations based on business rules
- Create test scenarios and acceptance criteria focused on risk and business impact
- Plan, execute, and track comprehensive test plans
- Manage bugs and provide data-driven support for decision-making
- Participate in approvals, estimations, and demand prioritization, including automations
- Collaborate continuously with Product, Engineering, UX, and Stakeholders
- Actively contribute to process standardization and quality best practices
- Agile environment with Scrum and Kanban; experienced in Magento (Adobe Commerce) and B2B/B2C platforms

### Próponto Soluções em Incentivo | Americana, SP, Brazil

Dec 2017 – Feb 2024 (6 years 3 months)

#### Software Quality Manager (QA)

Jan 2021 – Feb 2024

#### Software Quality Analyst

Feb 2019 – Dec 2020

#### Software Quality Assistant

Dec 2017 – Jan 2019

#### Customer Service Assistant

**Próponto Soluções em Incentivo | Americana, SP, Brazil**

Feb 2017 – Oct 2017

#### Administrative Assistant

**Stapler House**

Feb 2016 – Jan 2017

#### Senior Relationship Analyst

**Curriculum.com.br**

May 2012 – Jun 2015