Christian Louies "CL" M. Pagaduan

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Quality Assurance Team Lead
MindArc Pty Ltd
April 2022 – September 2023

Company Background:

Work Setup	Remote
Work hours (local time)	Fixed, 6 AM – 3 PM
Company provided equipment	Yes
Industry	Digital Marketing, e-Commerce
Headquarters	Sydney, Australia
Satellite Office	Manila, Philippines
Client	Main client: MindArc Agency MindArc clients: several retail, fashion, and e-commerce clients all over Australia and New Zealand
Reporting to	Head of Operations

Key Projects:

- Jac and Jack website revamp: https://www.jacandjack.com/
- Handled several Shopify retainer/maintenance of various clients, such as
  - Jac and Jack
  - Academy Brand
  - Rhythm Snowsports
  - Global Fashion House
  - Strandbags
  - Bec and Bridge
- Automation framework using Virtuoso, Ghost Inspector, and Github via CI/CD

Testing Activities involved:

- Test management
- Manual functional and visual web app testing
- Manual API testing
- Manual Integration testing
- Manual and automated smoke/regression tests
- Pre and post-launch checklist and testing
- Performance testing
- Automation testing for Web apps
- QA audit checklist for new clients

Tools:

- Crossbrowser testing: Browserstack, actual devices
- API Testing: Postman
- UI and accessibility testing: Figma, WAVE browser extension
- Bug reporting: ClickUp
- Project Management: ClickUp, Jira
- Test Documentation: ClickUp, Google Sheets
- Communications: Slack, Microsoft Teams, Outlook
- Test automation: Virtuoso, Ghost Inspector

Software Quality Analyst
Canada Computers and Electronics Inc.
November 2021 – April 2022

Company Background:

Work Setup	Remote
Work hours (local time)	Fixed, 9 PM – 6 AM
Company provided equipment	No
Industry	Retail, e-commerce
Headquarters	Toronto, Canada
Satellite Office	Pasig City, Philippines
Client	Canada Computers Inc
Reporting to	QA Team Lead, Chief Technology Officer

Key Projects:

- Canada Computers website testing: https://www.canadacomputers.com/
- Automation framework using Robot Framework, Jenkins pipeline, and Github Integration
- Support for Bundle Items and System Builds
- Internal HRMS – Timecard editor and Reset Password
- Point of Sales – Warranty Return orders
- CRM Migration (with API testing)
- Canada Computers Android Mobile App
- Black Friday Sale performance testing

Testing activities involved:

- Helped pioneer the QA team of Canada Computers Inc
- Manual functional and visual web and mobile app testing
- Manual API testing
- Automation testing for Web apps

Tools:

- Crossbrowser testing: Multiple browsers only
- Log analysis: None
- API Testing: Postman
- Bug reporting: Zentao, Excel, Sharepoint
- Project Management: Zentao, Microsoft Azure
- Test documentation: SharePoint (team), Notion (personal)
- Communications: Skype, Microsoft Teams, Outlook
- Test automation: Selenium, Robot Framework, Jenkins, and Github
- Device emulator: Bluestacks
- Performance testing: JMeter

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Quality Assurance Analyst – Associate
Infor PSSC Inc.
November 2019 – November 2021
Company Background:

Work Setup	Onsite (Nov 2019-March 2020) Remote (March 2020 – November 2021)
Work hours (local time)	Flexible, as long as within 6 AM – 9 PM
Company provided equipment	Yes
Industry	SaaS, Enterprise
Headquarters	New York, United States
Satellite Office	Taguig City, Philippines
Client	B2B/B2C clients in US and EU
Reporting to	QA Team Lead, QA Manager, Senior Development Manager

Key Projects

- Multiple Unit of Measures for Product Quantities
- Multiple Warehouse selection in Checkout
- Punchout for Orders
- ERP integration for multiple warehouses
- Blanket Agreement for user markets
- B2B Order Approvals
- 3rd Party Payment Implementation
- Market Specific Terms and Conditions

Testing activities involved:

- Manual functional and visual web app testing
- Manual API testing
- Manual Integration testing
- Manual smoke testing and regression testing
- Production deployment testing
- Automation testing for Web apps

Tools:

- Crossbrowser testing: Browserstack
- Log analysis: Sumo Logic
- API testing: Postman
- Bug reporting: Jira
- Project Management: Jira
- Test documentation: Jira, Confluence, Microsoft Word/OneDrive
- Communications: Microsoft Teams, Outlook
- Test automation: Selenium Robot Framework
- Test case management: Testlink

Software Test Engineer – Internship
Metropolitan Bank and Trust Company
June 2019 – September 2019
Company Background

Work Setup	Onsite
Work hours (local time)	Fixed, 8 AM – 5 PM
Company provided equipment	No
Industry	Banking
Head Office	Makati, Philippines
Reporting to	Software Quality Division - Test Execution Department Manager

Key Projects:

- Remittance Compliance System enhancements

Testing activities involved:

- Manual functional and visual web app testing
- Manual Integration testing

Tools:

- Bug reporting: Excel
- Test documentation: Excel, Word
- Communications: Outlook