Christian Louies "CL" M. Pagaduan

✉ pagaduan.cl@gmail.com ⚲ Manila, Philippines in clpagaduan

WORK EXPERIENCE

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

- **Pioneered the software quality assurance processes** of **MindArc**
- Worked closely with the senior leadership team and operations on **strategy and implementing best practices** for the quality assurance team
- Worked closely with project managers on **scoping, estimates, test results, and pre/post launch testing for existing and new projects**
- Worked closely with cloud operations and developers in **integrating automation tests with the CI/CD pipeline**
- Worked closely with human resources in **recruitment, training, and onboarding** for new QA team members
- Worked closely with design team in Figma **UI/UX review**
- **Managed and mentored a team of 4** with team members from Philippines and Vietnam
- Developed a skill matrix for intern, junior, mid, and senior level QA team members
- Tested e-commerce projects running on **Shopify, middleware applications, Magento, and third-party app integrations**
- Setup an automation framework using Virtuoso, Ghost Inspector, and Selenium/PyCharm

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

- Pioneered the **manual and automated testing** and agile/waterfall software development release cycle for the website, ERP, HRMS, POS, and CRM systems of Canada Computers Inc
- **Built an automation framework** for the Canada Computers official website using Robot Framework and Jenkins pipeline with Github integration. Written smoke and regression test suites
- Executed **performance testing** for the website for the Black Friday sale

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

- Contributed to the **agile software development** of the assigned team as a software quality assurance analyst and BA-in-training in a span of 25 releases
- Performed **manual and automated testing** for a SaaS e-commerce platform's 9 new modules and maintenance tickets
- Executed and tested the weekly and monthly deployment of the development, release, and production environments in the US/EU regions
- Presented monthly **feature demos and release training sessions** for stakeholders in the US/EU
- Documented user guides, integration guides, and quality assurance best practices in the company Wiki

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

- Performed **manual software testing and execution** for Metrobank's remittance front and backend systems for clients in Taiwan and Canada

PROJECTS

Department of Transportation, Philippines
- Developed an executive dashboard using data warehousing and analytics from DOTr's rail lines (LRT1, LRT2, MRT3, and PNR) with PHP/MySQL, Power BI, and Pentaho Data Integration

EDUCATION

De La Salle University-Manila
Bachelor of Science in Information Technology
May 2014 – August 2019

- Consistent Dean's Lister, Gawad Lasalyano Awardee, and Thesis Nominee for Social Relevance Award
- Founding member and President of *Archers Network*, DLSU's first student TV organization

MANAGEMENT SKILLS

Strategy and roadmap initiatives, Training and development, skill matrix performance review, recruitment/onboarding

TECHNICAL SKILLS

Software Quality Assurance
Selenium/Robot Framework, Postman, JMeter, Virtuoso, TestLink, BrowserStack, Ghost Inspector

Testing Experience
Test Management, Functional and Non-Functional Testing, Performance Testing, Cross-browser Testing, Smoke Testing, Regression Testing, API Testing, Log Analysis, Integration Testing, Bug Triage, Automation Testing, UI/UX review

Project Management
Jira, ClickUp, Figma, Sharepoint, Notion, Trello, Slack, Teams, Zoom

e-Commerce
Shopify, Magento, CenPOS, 2C2P, Rhythm for Commerce

Software Development/Dev Ops
Java, MySQL, PHP, Python, GitLab, GitHub, Jenkins, AWS

Data Integration/Analytics
Power BI, Pentaho Data Integration

CERTIFICATIONS
- **Business Analysis Fundamentals**, Udemy Issued July 2021