FERNANDA DURAN

Detail-oriented Junior QA Professional

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PROFILE

Over the past 5 years, I've built a strong foundation in logistics, finance, and client support, including 2 years as a QA Analyst. I'm now focused on transitioning into game QA, bringing sharp attention to detail, process documentation skills, and a problem-solving mindset to every test case and bug report. As a bilingual professional, I communicate clearly across teams and contribute to building smooth, player-focused experiences.

WORK EXPERIENCE

Invoice Reco Analyst – Publicis Delivery Groupe

2025 – 2025

• Review and validate incoming invoices using Excel to ensure accuracy, flagging and resolving discrepancies before approval

• Create detailed documentation to inform account managers of billing issues, contributing to clear communication and resolution

• Generate and present monthly performance reports using advanced Excel functions, explaining trends and metrics clearly to non-technical teammates}

Billing Specialist – Lean Solutions

2024 – 2025

• Use NetSuite to accurately track, validate, and resolve invoice issues, ensuring data consistency and timely resolution of discrepancies

• Leverage Sigma and Excel to generate and analyze reports, identifying patterns, tracking performance, and supporting team decisions with clear, actionable insights

Loan Documentation Analyst and QA Analyst – Sutherland

2021 – 2024

• Monitor and analyze key performance indicators (KPIs) to evaluate agent efficiency and workflow quality

• Perform regular audits and provide coaching to ensure adherence to quality standards and continuous improvement

• Design and implement operational strategies based on data trends and performance metrics to optimize processes and prevent issues

PROJECTS

QA Portfolio

2024 – Present

• Created 10+ bug reports and test cases using GitHub and Jira

• Focused on games like GTA IV, Alice: Madness Returns, The Sims 4, Persona 5 Royal

• Documented bugs with reproduction steps, severity, and media attachments

EDUCATION

Law – Universidad La Gran Colombia

2019 – 2024

COURSES AND CERTIFICATIONS

• Software Testing Masterclass – Udemy

• Kick off your gaming QA career: basics of testing for games – Udemy

• QA: Become a Game Tester 2025 – Udemy

SKILLS

• Manual Testing • Test Case Design • Bug Reporting • Jira • Functional Testing

SOFT SKILLS

• Communication • Attention to Detail • Problem-solving • Time management • Collaboration

REFERENCES

Camila Garavito – QA Analyst – 3154372921

Valentina Vargas – Team Leader – 3142267884

Patricia Cuervo – Intake Specialist and Case Manager – 3192555938