

# FERNANDA DURAN

Junior QA Engineer | Python Automation | SQL | Software Testing

📍 Bogota, Colombia | ✉ phoebed298@gmail.com | github.com/ferduran23

## PROFILE

Junior QA Engineer with a foundation in software testing, test case design, and quality assurance. Knowledgeable in databases and test automation, with strong attention to detail and analytical skills. Focused on helping teams deliver reliable, high-quality digital products through effective testing and clear bug documentation.

## WORK EXPERIENCE

### Invoice Reco Analyst – Publicis Delivery Groupe

2025 – 2026

- 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}

### 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

## **TECHNICAL SKILLS**

Software Testing | Test Case Design | Bug Tracking | Test Automation | Database Basics | SQL  
| Quality Assurance | Python

## **EDUCATION**

Law – Universidad La Gran Colombia

2019 – 2024

## **COURSES AND CERTIFICATIONS**

- Tripletten – QA Engineer Bootcamp 2026
- Software Testing Masterclass – Udemy
- Kick off your gaming QA career: basics of testing for games – Udemy
- QA: Become a Game Tester 2025 – Udemy