

# Fraily Méndez Vásquez

Junior QA Tester | Software Testing Intern  
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Quality Assurance professional with hands-on experience in manual testing, test case design, and defect reporting on web and mobile applications. Adept at identifying issues and collaborating with developers to enhance product quality. Brings proficiency in API and SQL testing, using tools like Postman, Azure DevOps, and JIRA within Agile environments.

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## WORK EXPERIENCE

### Smart Testing

Software Testing Intern

Feb 2025 - Jun 2025

Santo Domingo, Dominican Republic

- Developed and documented clear, actionable test plans and manual test cases for web and mobile applications, aligning with QA best practices.
- Identified, reported, and tracked bugs and usability issues, collaborating with developers to enhance product quality.
- Conducted API testing to validate performance, security, and integration with backend services.
- Collaborated within Agile development teams during sprint planning and daily stand-ups to provide targeted feedback and support testing process improvements.

### Immoplace SRL.

Customer Service

Feb 2025 - Jun 2025

Santo Domingo, Dominican Republic

- Provided empathetic in-person and phone-based assistance, ensuring high-quality support that reflects care and attention to user experience.
- Addressed customer inquiries and resolved issues promptly, leveraging strong communication and problem-solving skills.
- Coordinated scheduling of meetings and managed internal calendars to support effective team collaboration.
- Managed internal budgets and generated analytical reports to aid operational decision-making.
- Contributed actionable feedback during team meetings, proposing improvements that enhanced overall service quality.

## SKILLS

- **Technical Skills:** Manual software testing, Test design and planning, API testing (Postman), SQL queries, Azure DevOps and JIRA management, Data visualisation (Power BI, Excel), Agile and Scrum methodologies, SDLC (Software lifecycle management)
- **Soft Skills:** Problem-Solving, Critical Thinking, Decision-Making, Attention to Detail, Goal Setting, Teamwork, Adaptability, Multitasking, Time Management, Organization, Customer Focus, Communication Skills, Proactive Mindset
- **Spanish:** Native
- **English:** Advanced (C1)

## EDUCATION

Universidad del Caribe, Santo Domingo, DR.

Software Engineering

Present

## CERTIFICATES

- Accredited Software Tester Certification™ | [Certificate](#)
- Google Data Analytics | [Certificate](#) | [Badge](#)
- English | [Certificate](#)
- Software Development and IT | [Certificate](#)
- Google Agile Essentials | [Certificate](#)
- Agile Project Management | [Certificate](#)
- Get started with Jira | [Certificate](#)
- Introduction to Software Engineering | [Certificate](#)