

GLAIZA DACULA

CONTENT SPECIALIST | TECHNICAL WRITER | SOFTWARE QA TESTER

Driven, adaptable and results-oriented, leveraging strong technical writing, UX focus, and project management skills to communicate effectively with cross-functional teams, and ensure the content, website, or software product meets quality standards.

CONTACT

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📍 Eastern Visayas, Philippines

SKILLS

- Content and technical SEO
- Web, mobile, and API testing
- Agile and SDLC experience
- Collaboration and communication
- Analytical and critical thinking

TOOLS

- HTML/CSS, XML, Markdown
- Postman API, SQL, Bash, Git, SVN,
- Dev Tools, Lighthouse, Jira, TestRail
- Google Docs, Sheets, Search Console
- Canva, Miro, Adobe Photoshop
- CMS (Vasont, Wordpress, Drupal)
- MS Project, Azure DevOps, Office 365

TRAINING

QA Manual Testing Course

Certificate ID 23256

GoIT Philippines, January 2024

EDUCATION

Bachelor of Science in Computer Engineering - Graduate

AMA Computer College, SY 2003-2007

EXPERIENCE

Content Specialist | Technical Writer | Software QA Tester

Freelance (Remote)

Jul 2022 - Present

- Research, write, and edit IT-related content for website copy and blog articles that are highly optimized for SEO.
- Analyze and inspect websites for grammatical errors, broken links, redirects, page speed, and other technical issues to ensure quality, responsiveness, and easy navigation.
- Manual test web applications to validate features and functions, find bugs, and help developers fix issues.

Personal projects:

- API documentation samples ([GitHub link](#)) - Practiced writing API docs using OpenAPI (Swagger), Stoplight Studio, and Readme.io
- Restful Booker ([GitHub link](#)) - Tested the APIs for functionality, data integrity, error handling, and performance.
- Ca\$hify - Tested the web application for functionality, usability, and compatibility across different devices.

Project Manager

Lexmark Research and Development Corporation

Feb 2017 - Jun 2022

- Implemented agile methodologies in information development and content design to align with the software development process.
- Prioritized requirements, negotiated schedules, and resolved impediments to help the team deliver documentation projects on time and with high quality.
- Collaborated with cross-functional teams in product development, marketing, customer success, and quality assurance teams to discuss documentation requirements and content strategy.
- Managed the team's backlog, resource allocation, project tracking, and reports in Azure DevOps.

Technical Writer

Lexmark Research and Development Corporation

Oct 2012 - Feb 2017

- Developed and maintained technical publications, configuration guides, and user manuals for software and solutions products.
- Validated and reviewed documentation to ensure quality, accuracy, and adherence to the company style guide and industry-standard terminologies.
- Produced system workflows, architectural diagrams, UI screenshots, and illustrations for pubs, and crafted scripts and captions for product videos.
- Worked closely with product owners, developers, QA engineers, UX designers, marketing, and other SMEs to gather feedback and meet product requirements.

Technical Support Representative

May 2010 - Oct 2012

- *Lexmark Shared Services* - Provided support to end-users in setting up inkjet printers, and troubleshooting print quality, network, and software issues.
- *Convergys/Concentrix* - Provided support to field technicians in installing and troubleshooting internet, cable, and phone issues for Comcast customers.
- *IONOS* - Provided support to web developers in troubleshooting web hosting-related issues, such as scripting errors, domain name registration, HTTP errors, and server downtime.