BENJAMEN ITLIONG

QUALITY ASSURANCE ENGINEER

CONTACT

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SKILLS

- Requirements Analysis
- Product Design Review
- Acceptance Criteria
- Test Case Scenarios
- Test Case Maintenance
- Functional Testing
- Accessibility Testing
- Web and Mobile Application Testing
- Ios and Android Testing
- Software Functionality Feedback
- Atlassian Jira and Zephyr Scale
- Confluence
- Browserstack
- Bug Tracking and Resolution
- Cross Browser Compatibility Testing
- Cross-Functional Team Collaboration
- Developer Support
- Automation Knowledge (Cypress)

CAREER OBJECTIVE

As a Quality Assurance Engineer with over two years of experience, I specialize in test planning, implementation, and execution. My expertise lies in manual testing for both web and mobile platforms, where I excel at swiftly identifying issues. In addition to this, I possess knowledge of Automation using Cypress. I am a highly enthusiastic individual who consistently aims to deliver work of the highest quality.

EXPERIENCE

June 2021 - September 2023

Quality Assurance Engineer

Mable Technologies Inc, Sydney, NSW

- Analyzed product requirements documents and designs.
- Designed detailed, comprehensive and well-structured test cases to ensure product quality.
- Collaborated with PM and Developers to identify bugs early in the development and to ensure quality product delivery.
- Performed functional and accessibility testing during test cycle.
- Conducted compatibility tests with different browsers, operating systems and devices.
- Conducted regression testing after major changes have been applied in order to validate system integrity.
- Tracked development status and report bugs / issues.
- Provided execution of tests and analyzed the results to ensure highest quality.
- Reviewed user stories and requirements documents to ensure proper coverage of acceptance criteria prior to release into production environment.
- Participated in sprint planning meetings and provided input on how best to incorporate QA activities into each sprint cycle.
- Participated in daily stand-up meetings with the squad to discuss progress and issues encountered during testing activities.
- Maintained test cases/documentation and reports.
- Executed web and mobile automation for squad-related specs.
- Maintained / Updated automation scripts for critical and non-critical test specs.

November 2020 - February 2021

Team Leader

Transcom Worldwide Philippines Inc, Pasig, Metro Manila

- Responsible for managing product knowledge, profitability, quality, and effectiveness of the team.

- Primarily focused on effective leading and managing the team to meet company objectives in all areas of employee, client and shareholder satisfaction.
- Mentored and coached team members to ensure successful performance.
- Analyzed performance data to identify areas of improvement.
- Facilitated regular meetings with the team to discuss progress towards goals and identify areas for improvement.

February 2015 - November 2020

Technical Support Representative

Transcom Worldwide Philippines Inc, Pasig, Metro Manila

- Provided technical support for customers via phone; responded to customer inquiries promptly and professionally.
- Utilized troubleshooting techniques to identify, analyze and resolve customer issues quickly.
- Developed in-depth knowledge of products and services; educated users on product features and benefits.
- Provided self-help options that customers can utilize if they encountered the same issues again.

EDUCATION

October 2014

Bachelor of Science in Information Technology

Urdaneta City University, Urdaneta, Pangasinan

March 2009

Manaoag National High School, Manaoag, Pangasinan

March 2005

Calmay Elementary School, Calmay, Laoac, Pangasinan

REFERENCES

References available upon request