

Joyce Cervantes

QA Tester

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SUMMARY

Quality Analyst with over 5 years of dedicated experience in performing root cause analysis, projects leadership, and quality assurance. Proven ability to Lean Six Sigma, OKR methodology, time management, deep dive analysis, continuous improvement, cross-teams collaboration, and conducting quality trainings. Expertise in team development action plan, resulting in substantial increases in performance and results. Building on a strong foundation in the software testing field. Known for a strategic, data-driven approach, naturally curious, enjoy learning, ownership mindset, passionate about technology and delivering measurable outcomes.

SKILLS

Proficient: Data Analysis, OKR Methodology, Effective Communication, Leadership, Feedback Application, Monitoring, Quality Assurance, Compliance, Data-driven, Ownership Mindset, Pro-Active Profile, Report Creation, Root Cause Analysis (RCA), Project Leadership, Continuous Improvement, Cross-Teams Collaboration, Team Development, Time Management, Technical Troubleshooting, Attention to Detail, Critical Thinker, Adaptability, Quality Improvement, Action Plans.

Intermediate: Lean Six Sigma, Coaching, LGPD, GDPR, Voice of The Customer (VOC).

Beginner: Java, Python, BDD, Test Pyramid Philosophy, Jira, SQL, SDLC, Database, Software Test, Manual Test, Automation Test, Robot Framework, Visual Studio Code, Agile Methodologies (Scrum and Kanban), Git, GitHub, Cybersecurity, CI/CD, Testing Methodologies (White-box testing, Black-box testing), Taiga, Discord, Software Testing Best Practices.

PROFESSIONAL EXPERIENCE

QA Tester

IpêCode – Volunteer Work, São Paulo, BR – Remote

12/2024 to Present

Core Responsibilities:

- Execution of manual tests (functional and non-functional).
- Participation in meetings using agile frameworks (Scrum and Kanban).
- Use of the Taiga platform for agile project management.
- Test documentation and creation of test plans.
- Application of best practices in software testing.
- Identification of bugs and defects.
- Suggestions for ideas to improve internal processes continuously.
- Participation in the team's agile meetings and presentations.

Key Technologies and Tools: Taiga, Visual Studio Code, Git, JavaScript, Discord, Agile Methodologies (Scrum and Kanban).

Quality Analyst

TikTok, São Paulo, BR – Remote

11/2021 to Present

Core Responsibilities:

- Achieved a consistent accuracy rate of 97% in the Round 2 Team content moderation, surpassing the 95% market's target.
- Led the Corrector Role Project for Round 2 QA, where 88% of the appeals that were escalated were

corrected, improving the Quality team's internal accuracy.

- Conducted weekly root cause analyses, identifying key performance gaps and implementing solutions that resulted in approximately 15-20% improvement in team accuracy and a significant reduction in recurring bad cases.
- Completed all backlog tasks for new projects on schedule, ensuring 100% efficiency.
- Trained over 10 new team members, enhancing their skills and contributing to an estimated 10-15% increase in overall team efficiency, as well as improved quality and accuracy.
- The Ground Truth QA BR (GT QA) team started 2024 with a consistency score of 85.09%, as it was a new team with many things still to be defined. Through team's hard work and collaboration, we managed to successfully increase this score by over than 11%, closing Week46 with an impressive 96.74%, a remarkable achievement particularly noteworthy given the team's size (27 QAs) and the complexity of BR market's content. We also received a recognition at the Trusty & Safety Americas All-Hands in December/2024.

Key Technologies and Tools: TCS, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Feishu Tools, Google Sheets, Lighthouse, Lark, Zoom, Root Cause Analysis (RCA), Quality Audit, Calibrations, OKR Methodology, Lean Six Sigma, GDPR, LGPD.

Quality Analyst

Teleperformance, São Paulo, BR – Hybrid

03/2019 to 10/2021

Core Responsibilities:

- Synchronized operational efficiency and quality standards across BR and global markets by leading monthly calibration sessions, improving consistency and accuracy across teams.
- Monitored over 50+ agents weekly, providing actionable feedback that led to a noticeable improvement in service quality and ensured 100% compliance with company standards and targets.
- Created detailed reports and transcriptions for the Legal Department, supporting legal case accuracy and improving the efficiency of document processing.
- Collaborated with the top 10% of underperforming agents in the quadrant, implementing strategic actions that improved their quality metrics, resulting in a reduction of non-compliance cases.
- Developed and executed action plans that improved quality metrics, contributing to an increase in customer satisfaction (CSAT).
- Conducted training sessions for 15+ agents per session, developing support materials that enhanced team knowledge and contributed to an overall improvement in service excellence.

Key Technologies and Tools: Core, iOS, iPadOS, iMac, Technical Troubleshooting, Customer Support, Report Creation, Feedback Application, Monitoring, Action Plans, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Training, Quality Improvement, Calibration, Spotcheck, GDPR, LGPD, Cross-Teams Collaboration.

EDUCATION

Associate degree of Information Technology Management

Universidade Bandeirante de São Paulo, São Paulo, Brazil

01/2013 to 07/2015

- **Relevant coursework:** Information Technology Strategies, Systems Modeling, Information Technology and Organization, Algorithms and Data Structures, Database, Web Development Tools, Application Server Management, Object-Oriented Analysis, Database Programming, Web Programming, Object-Oriented Programming, Database Administration, Data Networks and Communication, Software Engineering.

CERTIFICATES/COURSES

Software Testing: Become an Expert and Boost Your Career, Udemy, Brazil

12/2024

Understanding Algorithms and Flowcharts, DIO, Brazil

11/2024

Introduction to Basic Concepts in Programming Logic, DIO, Brazil

11/2024

Introduction to the Java Platform, DIO, Brazil

11/2024

Applications and Impact of AI in the Current World , DIO, Brazil	11/2024
Agile Methodologies and the Software Development Cycle , DIO, Brazil	11/2024
Scrum Fundamentals , Udemy, Brazil	11/2024
Building Visibility in the Remote & Hybrid Workplace , Udemy, Brazil	10/2024
Fundamentals of Software Quality , DIO, Brazil	10/2024
Introduction to the Software Quality Market , DIO, Brazil	10/2024
Introduction to Modern Software Development , DIO, Brazil	10/2024
Agile Explorer , IBM SkillsBuild, Brazil	10/2024
OKR Training , TikTok, Brazil	10/2024
GDPR - in a Nutshell - 2nd Edition , Udemy, Brazil	10/2024
Lei Geral de Proteção de Dados (LGDP) , Fundação Bradesco, Brazil	10/2024

LANGUAGES

Portuguese: Native

English: Advanced