MAGDA MALDONADO

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SUMMARY

Results-driven Master of Business Administration and Software Engineer with over 10 years of professional experience in delivering high-quality solutions by bridging technology and business.

I create business value by translating business needs into technical requirements, optimizing workflows, and driving system adoption, while supporting teams in aligning with agile practices and processes improvement. Skilled in full life cycle collaboration, from requirements gathering, backlog refinement, and prioritization to quality assurance and User Acceptance Testing (UAT) coordination, I consistently ensure successful project outcomes.

EDUCATION

Master of Business Administration - MBA
    - Entrepreneurship: Scaling-up Businesses and consultancy.
BSc Software Engineering
    - Information Security Specialization
Certified Professional Scrum Master (CSPO)

LANGUAGES

Language	Level
English	●●●●◐
Spanish	●●●●●
Portuguese	●●●○○

SKILLS

Digital Transformation | Business Strategy | Customer & Data Focus | Agile Methodologies Backlog refinement | Stakeholder Collaboration | Continuous Improvement | Processes Improvement | Cross-functional & Multicultural Collaboration | Stakeholder Engagement

MOST RELEVANT EXPERIENCE

Master of Business Administration
Netherlands | Amsterdam University | Aug 2022 – Dec 2023

Passionate about innovation and digital strategy, I specialized in Scaling-up Businesses, Digital Business, and consultancy. These included working with Lufthansa's loyalty program, analyzing customers pain points and proposing data-driven solutions, researching competitive positioning and digital marketing strategies for SMEs, and emphasizing customer data analysis optimization and SME growth consulting.

Scrum Master | QA
Netherlands | InsightSoftware - Financial Reporting/BI Software | Mar 2020 – Aug 2022

- Product Backlog Management: Partnered with Product Owners to refine, prioritize, and maintain backlogs, ensuring alignment with business objectives and customer value.
- Stakeholder Collaboration: Facilitated workshops with engineering, design, and business teams to translate complex requirements into actionable user stories.
- Process Optimization: Documented user stories and acceptance criteria, ensuring clarity

for developers and stakeholders.

- Cross-Functional Coordination: Facilitated Agile ceremonies (sprint planning, retrospectives) to align technical and business teams on goals and blockers.
- Metrics-Driven Improvement: Used Agile metrics (e.g., velocity, cycle time, defect rate, team engagement, team happiness and engagement score) to identify bottlenecks and improve delivery timelines.

QA Lead – Test Engineer
Five Degrees - Fintech – Core Banking SaaS | Netherlands | Jul 2017 – Jan 2020

- User-Centric Validation: Led User Acceptance Testing (UAT) with clients to verify solutions met business needs, gather feedback and iterate on features and product improvement.
- Documented API functionalities (REST/JSON, SOAP/XML) and collaborated with ICT teams to align technical development with project goals. Authored comprehensive technical documentation for 15+ REST/SOAP APIs, enabling seamless integration between core banking systems.
- Cross-Team Collaboration: Worked closely with ICT teams to align technical implementation with business objectives, mirroring business-IT liaison work.
- Systems Integration Testing: Designed and executed API tests (REST/JSON, SOAP/XML) to ensure proper system functionality, similar to validating integration points.

QA Engineer – Performance tester
Quality Vision – Consultancy Services | Colombia | Jul 2014 – Nov 2016

- Data-Driven Testing: Executed load tests for middleware systems, analyzing performance metrics to advocate for scalability improvements.
- Stakeholder Alignment: Translated technical constraints into business-readable reports for product managers, enabling decision making and informed prioritization.
- Requirements engineering: Gather requirements, analyzed, documented and translate customer needs into technical requirements.

QA Engineer Roles *| Colombia & Portugal | Jul 2011 – Nov 2014*

- Business Requirements Analysis: Effectively translated client needs into practical technical solutions that met project goals.
- Cross-functional collaboration: Collaborated closely with business analysts, developers, and project managers to clarify requirements and align testing efforts.
- Quality Assurance Leadership: Developed comprehensive test plans covering every critical business process, significantly boosting software reliability and customer satisfaction.
- Documentation and Process Improvement: Introduced standardized testing documentation, improving workflow consistency and team efficiency.
- Technical Problem-Solving: Quickly identified, track and resolved complex system integration issues to maintain smooth operations.
- Validated and verified data accuracy in data-driven projects, supporting overall data integrity.