

MARIA CRISTINA POLANCOS

SENIOR QUALITY ASSURANCE ANALYST

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MANDALUYONG CITY, PHILIPPINES

Software Quality Analyst with a robust background in Business Analysis, bringing over 10 years of experience in ensuring software quality and aligning IT solutions with business objectives. Expertise in developing and executing test plans and test cases and conducting detailed business requirements analysis to improve software functionality and performance. Adept at collaborating with cross-functional teams, ensuring clear communication and successful delivery of high-quality software that meets business and user expectations.

SKILLS and TOOLS

- Business Requirement Gathering & Analysis
- Manual, UAT, API and ETL Testing
- Test Plans and Test Cases Creation
- JIRA, X-RAY Test Management, MySQL, Browserstack
- Microsoft Azure, Microsoft Test Manager
- System Requirement Creation
- Defect / Bug Tracking

EXPERIENCE

JULY 2024 – PRESENT

SMARTFOXDATA | SENIOR QA ANALYST

QUEZON CITY, PHILIPPINES

- Project Involved: JCB Migration – Student Health and Special Risk Insurance System
- Work closely with development team and Project Manager on various User Stories Proficient to create a comprehensive and detailed test cases using X-RAY Test Management Tool (JIRA)
- Documented defects in a clear and understandable manner for developers
- Ran test on web-based CRM Application and WordPress site for Student Portal access
- Use DevTools to inspect errors and test functionality of the website within the browser
- Perform manual testing on Browserstack ensuring web application work seamlessly across different browsers and device
- Involved in test data preparation for user story demo and validate data in MySQL database

JUNE 2020 – MAY 2024

TECHNOMANCER | BA/QA Analyst

QUEZON CITY, PHILIPPINES

- Project Involved: OPTimum – Unemployment Insurance System Modernization
- Communicate with Clients, Subject-Matter-Experts, and Developers in identifying requirements and assisting with creating system requirements
- Involved in developing User Acceptance Test Plan and provides assistance in UAT testing
- Identify core issues and provide solutions by creating relevant documentation which includes Business Requirement Document and Requirement Traceability Matrix
- Analyze high level business requirement and translate them into detailed system specifications
- Initiate peer review discussions and incorporate feedback into systems requirements.

SEPTEMBER 2019 – MARCH 2020

WORKBANK INC | LEAD QUALITY ASSURANCE ANALYST

TAGUIG CITY, PHILIPPINES

- Project Involved: Workbank Inc Job Portal, a job portal site that helps Job Seekers and Recruiters by connecting them using a smart job matching tool.
- Collaborates with Country Head, Department Heads and Product Designer to create business requirements and website mockups for continuous enhancements of the Workbank Inc. job portal in line with the client needs
- Analyze business requirements to effectively create a comprehensive test plan and test cases
- Manage the testing team in the planning and execution of test cases.
- Driving process improvements and sharing best practices effectively across organizations which includes introduction of project tracking tool Microsoft Azure.
- Work closely with the product development team in India to establish immediate resolution of identified issues and provide internal support

SEPTEMBER 2013 – SEPTEMBER 2019

TECHNOMANCER | QUALITY ASSURANCE ANALYST

QUEZON CITY, PHILIPPINES

- Serve as a key member of QA testers on web-based systems for the following projects: Unemployed Insurance System for various Workforce US State Agencies (BARTS – Benefit Audit, Reporting and Tracking System), Overpayment Recovery and Unemployment Insurance Trust Fund Protection System (ENFORCE)
- Identify and uncover software problems by creating and executing test plans and test cases using in-house testing tool
- Documented software defects using Team Foundation Server and Microsoft Test Manager
- Reported defects involving program functionality, output, online screen and content.

MARCH 2018 – SEPTEMBER 2018

ON POINT TECHNOLOGY, LCC | QA TEAM LEAD, H3 VISA TRAINING

CHICAGO, ILLINOIS

- Project Involved: OPTimum – Unemployment Insurance System for the State of IOWA
- Project management of QA resources using the following agile and scrum tools: Microsoft Teams and Planner, Team Foundation Server, Microsoft Test Manager
- Analyze and coordinate with stakeholders regarding project requirements and specifications
- Regularly interacted with stakeholders, development team and QA resources to synchronize project tasks

MAY 2012 – SEPTEMBER 2013

CONVERGED IT | JUNIOR SOFTWARE DEVELOPER

MANILA, PHILIPPINES

- Project Involved: IRS Depot Container Management System, MS Fundraising Websites
- Experience in actual development for web application projects using: InterSystems Cache odbc.

EDUCATION

2008 – 2012

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

REFERENCE

JAMES KIM

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JENNIFER VENZ

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JESSIE PEDROZA

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