

Carmella Joy S. Ventanilla

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🌐 QA Research | 📍 Cagayan de Oro City

Professional Summary

QA and Technical Support professional with 6+ years of experience in quality assurance, production support, and incident handling for live platforms. Skilled in manual testing, Playwright UI automation, release validation, and team coordination. Uses n8n automation to improve daily workflows and issue resolution. Known for strong ownership, clear communication, and reliable, production-ready deliveries.

Technical Skills

- **Testing Tools & Frameworks:** Playwright (UI automation), browser-based testing tools
- **Test Management & Documentation:** Test case design, test scenarios, defect tracking, Manual, Acceptance, Exploratory, Regression, Sanity testing, UI/UX Validation
- **Automation & Workflow Tools:** n8n (workflow automation, alerts, reporting, task orchestration)
- **Incident & Production Tools:** Log review, issue reproduction, incident tracking, escalation handling
- **Payments & Integrations:** Payment flow validation, provider integrations, transaction issue investigation
- **Collaboration & Communication Tools:** Jira, Slack, ClickUp, GitHub, email-based client and provider coordination
- **Bug Tracking & Collaboration:** JIRA, ClickUp, GitHub
- **Productivity Tools:** Google Slides, Google Docs, Google Sheets, Notion

Professional Skills

Manual & Automation Testing (Playwright – UI), Production Support & Incident Management, Technical Support & Client Escalations, n8n Workflow Automation, Release Validation & QA Sign-off, Payment & Platform Troubleshooting, Cross-team & Stakeholder Communication, QA Leadership & Documentation

Professional Experience

Technical Support Specialist

Scaleforge Technologies | 2025 – Present

- Act as primary escalation point for client-reported and production issues
- Investigate incidents involving payments, providers, and live platform behavior
- Coordinate with development, QA, and third-party vendors for resolution
- Produce incident reports, RCA documentation, and operational recommendations

Intermediate Software Quality Analyst Engineer / QA Lead

Scaleforge Technologies | 2023 – Present

- Lead QA execution and release validation for multiple product initiatives
- Support production deployments through risk assessment and verification
- Align QA processes with business, technical, and client expectations
- Mentor QA team members and drive quality accountability

Software Quality Analyst

High Output Ventures | 2019 – 2022

- Supported delivery teams through structured manual testing and validation
- Logged, tracked, and verified defects across multiple release cycles
- Ensured quality standards were met before client delivery

Education

Bachelor of Arts in International Studies (Dean's Lister)

Xavier University – Ateneo de Cagayan