PETRONILO VAL D. MENDOZA

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Quality Assurance Manager with strong track record in quality management, project management and business analysis seeking to drive company growth through the implementation of robust business-process improvements

- Proven history in leading the development and implementation of quality assurance processes for both established and start-up quality assurance teams
- Expert knowledge of quality assurance activities including audits, recommending and implementing corrective actions, providing accurate documentation of statistical reports, and ensuring overall compliance

CORE COMPETENCIES

- Quality Assurance Management
- Quality Assurance Testing for Websites, Banking and Finance Systems
  - Functional (Manual & Selenium)
  - Regression (Manual & Selenium)
  - Integration (Manual, Command Line J-Unit & Selenium)
  - Performance (Manual & Load Runner)
- Corrective / Preventive Actions
- Organizational Change Management
- Organizational Training
- Business Process Mapping
- Regulatory Compliance

- GMC Certified (IT Mail House)
- Project Management Tools such as JIRA, SharePoint, Test Link, Test NG, Trac & Redmine and HP Quality Center
- Oracle / SQL Query
- Lotus Notes Administration & Maintenance
- Design, Install & Maintain Network Schema
- Strong knowledge of Win2000, WinXP, Win7 operating systems; Windows NT & 2000 Server
- Managed rollout of Front End Bank Teller Systems
- PABX System Troubleshooting and PC hardware assembly

EXPERIENCE

INDEPENDENT CONSULTANT   10/16 to Present
- Perform Test Management
- Defect Management
- Test Documentation
- Test Reports
- Daily Stand-ups
- Review Team Reports
- Meeting with Stake Holders

STEFANINI INC. (JD Account), Makati, Metro Manila
PMO Manager   02/16 to 09/16
- Management of the Quality Assurance, Incident Controller, Knowledge Specialist and Fix or Shift (Global Group)
- Development and improvement of processes, guidelines, and policies for Global operations
- Host project meetings with stakeholders and Regional Sections
- Deliver weekly status reports on overall Quality performance of the Account
- Develop New Tools for Measuring Metrics of Service Delivery Groups and Reporting Tools
- Work with all internal and external stakeholders to resolve any Urgent or High issues or incidents
- Responsible for ensuring meeting SLA deliverable to Client
- Perform Key performancemance Index Reviews with PMO Team

FUJI XEROX DOCUMENT MANAGEMENT SOLUTIONS (FXDMS), Taguig, Metro Manila
Unit Manager   09/13 to 9/15
- Management of the Software Quality Assurance Team & Documents Team
- Development and improvement of processes, guidelines, and policies for Asia-Pacific
- Host project meetings with stakeholders and FXDMS Australian Team
- Deliver weekly status reports on overall quality assurance performance at the planning, implementation and post-implementation stages of quality assurance projects
- Translate client feedback into service features and enhancements
- Work with all internal and external stakeholders to resolve any IT issues or incidents
- Responsible for project scheduling, project costing and budget monitoring
- Perform Key Performance Index Reviews with Quality Assurance Team

INDEPENDENT CONSULTANT   10/12 to 08/13
- Performed IT network and system implementations. Clients included JP Montilla, Via Navarro, Team Learning & Associates

SEMA GROUP PHILIPPINES, Metro Manila
Quality Assurance Manager   11/11 to 06/12
- Member of the pioneer management team for the Philippines
- Served as the project manager for the successful build-out of the Manila office
- Managed a team of eight (8) quality assurance, business process and ITA analysts
- Institutionalized the company-wide quality assurance testing platform for IT Mail house
- Responsible for the over-all development and implementation of quality assurance processes, guidelines and policies for the Manila office
- Led project meetings with stakeholders and cross-functional SEMA team

SALMAT INC, Bonifacio, Metro Manila
Senior Quality Assurance Systems Analyst   01/11 to 11/11
- Pioneered quality assurance best practices and methodologies
- Built and implemented the company-wide quality assurance platform for manual performance testing

US AUTO PARTS, Mandaluyong, Metro Manila
Quality Assurance Team Lead   08/08 to 10/10
- Responsible for the development and improvement of quality assurance processes, guidelines, and policies
- Translated client feedback into service features and enhancements
- Worked with all internal stakeholders to resolve any IT issues or incidents
- Monitored deliverables and identified delays and alternative solutions to keep the project on schedule
- Identified task and role redundancies to mitigate headcount planning and organizational restructuring issues

ACCENTURE PHILIPPINES, Taguig, Metro Manila
Quality Assurance Team Lead   08/07 to 04/08
- Monitor and managed a team of seven (7) quality assurance analysts
- Responsible for the learning and development curriculum for all newly-hired quality assurance resources
- Ensured increased performance of the quality assurance team through tight planning and delivery of actionable real-time metrics

SYSTEMS ADMINISTRATION AND SUPPORT EXPERIENCE
- Provided company-wide technical (1st, 2nd and 3rd Level) support
- Maintained, upgraded and monitored network, servers and front-end operations
- Assessed and procured computers and related network peripherals
- Coordinated with third party suppliers and ISP providers
- Created training material and provided end-user training for system implementations

    TEAM LEARNING ASSOCIATES, Consultant   01/07 to 09/08
    GALILEO LLC PHILIPPINES, Technical Support Administrator   03/06 to 07/06
    CONVERGYS, Technical Support Administrator   11/04 to 03/06
    STRATEGYTEL, Systems Administrator   01/04 to 11/04
    JARDINE SCHINDLER PHILIPPINES, IT Administrator   02/01 to 02/03

OFFICE OF THE PRESIDENT - PCFPP, Malacanang, Metro Manila
Project Evaluation Officer   07/00 to 01/01
- Member of the Bidding Committee for the Integrated Project Monitoring System (I-PMS) of the OP-PCFPP & OP-CCPSP Joint Project
- Systems Administrator for IBM-Firewall, Unix-OS, Oracle RDBMS & Cisco Network System
- Member of the Project Team for the Redevelopment and Reconfiguration of the current MIS to I-PMS both Hardware & Software
- Implementation Team Member for conducting the training of current and new users
- Evaluation Officer for new hardware & software (PC & Mid-range)

FAR EAST BANK & TRUST COMPANY, Intramuros, Metro Manila
Systems Analyst IV   07/95 to 11/99
- Handled data gathering for concept papers and/or project proposals for the development of new application system/s or enhancements to existing systems
- Developed systems specification for new/enhanced application systems and ensured compliance to specified user requirements and established protocols
- Conducted User Acceptance Tests (UAT), Integration Tests and Controlled parallel and live-parallel testing on new/enhanced applications systems;
- Prepared user manuals and procedural guidelines for new application systems across the banking system
- Supported the opening of at least Fifty (50) New Commercial, Savings or Convenience Banking Centers across the National Capital Region
- Ensured on-target annual budgeting and maintenance of old and new systems, computer equipment and peripherals for the FEBTC Banking Units

E D U C A T I O N

De La Salle University, College of St. Benilde, Taft, Metro Manila
Bachelor of Science in Business Administration, **Major in Computer Application,** October 1994