

Stephanie Santos

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Profile

- Fast learner - detail oriented; ability to grasp new concepts with ease and to assimilate new ideas efficiently; multi-tasker.
- Team player - resiliency in integrating with team members and stakeholders.
- Strong interpersonal skills - Extensive experience and competence in office administration, customer service and inter-agency coordination.
- Proactive - resourcefulness to resolve issues, improve efficiency and deliver services effectively.
- Reliable and dedicated in performing duties effectively; output oriented; attention to details.

Skills

- Extensive computer experience - using Office Suite (Word, Excel, Powerpoint) and other office applications used for reports, presentations and the production environment.
- Client service - frontline interaction with customers and stakeholders by assisting with transactions, meeting requirements and resolving issues in a professional and proactive manner.
- Excellent written and verbal communication skills.

Education

- Computer Engineering Technology
June 2003 - Apr 2008 Technological University of the Philippines
Manila, Philippines
- High School Diploma
June 1999 - Mar 2003 Imus Institute
Manila, Philippines

Work Experience

Nov 2014 – July 2023 **Tester, Software** Development Section
Aprimo Philippines, Inc. Manila, Philippines

- Collaborate with development team to test new software applications to determine bugs, improve product and maximize output.
- Write test reports for use of developers and management.
- Attend meetings to expound on test results.
- Support the integration built for any defects and bugs after the deployment.
- Work with client to deliver fixes as soon as possible.
- Contribute to development best practices.

Nov 2008 – Mar 2014 **Product Tester**

Maxim Philippines Operating Corporation
General Trias City Cavite, Philippines

- Test software products and document results.
- Create test designs of products for functional and technical specifications requirements.
- Troubleshoot test equipment to be used and ensure only valid failures are tested only.
- Attend meetings and coordinate with stakeholders for input as basis to propose improvements on software products, to development team.