Michelle D. Cortes

Home Address: 931 Senator Neptali Gonzales St., Hulo, Mandaluyong City
Mobile#:   09176701129
Email address: mitchicortes28@gmail.com

Objective

To be able to put my skills into a more productive use by joining a community that will enable me to experience variety of testing opportunities that will also help me hone my talent and passion in testing.

Professional Background

➢ More than 6 years of experience in Software Quality Assurance and Testing
➢ Proficient in functional, regression, integration, system, beta, exploratory, adhoc and user acceptance testing.
➢ Knowledgeable in SQL, basic automation scripting and test execution using a customized test editor tool (from the company), basics of QTP and HP Application Management Quality Center tool
➢ Experienced in web-based, mobile applications, and ERP (Enterprise Resource Planning) solutions Customer Service and Project Management platforms testing.

Company Background

Freelancer Project: Cielo Costa May 2018 – Present
Quality Control Analyst

Duties and Responsibilities
➢ Performs functional testing for Sharepoint and Powerapps applications on both web and mobile devices.
➢ Creation of test plan and test cases using Online Microsoft Visual Studio Team Services
➢ Bug Reporting
➢ API testing using Postman

Deltek Systems (Philippines), LTD. June 2013 – Present
Quality Control Analyst

Duties and Responsibilities

➢ Performs functional and regression testing for the deployed client products.
➢ Test lead in the deployed product's cumulative updates.
➢ Handles defects' test case analysis, test case document creation and status reporting.

CheQ Systems, Inc February 2011 – June 2013
Test Engineer Level 2

Duties and Responsibilities

➢ Perform software quality engineering consulting services to assigned clients.
➢ **Deployment/Client:** Smart Communications Inc. – February 2010 to 2013
➢ **Projects Handled**: Smart Websites, Billing System, Customer Solution Platform system, SMART Integrated Reconciliation and Settlement System
➢ **Tasks Performed: Test Plan and Test Cases creation, End – to – end testing such as Unit testing, System Acceptance testing, Integration testing, User Acceptance testing, and Post=production testing.**

Accenture February 2010 – December 2011
BPO Data Analyst

Duties and Responsibilities
➢ Data validation of the healthcare enrollment forms submitted by subscribers. ➢ Data entry.

History of Projects Handled

Project Title: my.Smart Website
Client: SMART Customer Care and Adaptive Credit & Payment Systems
Role: Test Analyst

Project Details:
This project covers the implementation of Single Sign-On (SSO) Enhancements which includes Facebook and Google+ log in and overhaul of the existing my.Smart portal. This portal constitutes managing services available to each subscriber's Smart accounts.

Responsibilities:
➢ Created test plan for my.Smart accounts migration
➢ Performed test script creation and test execution
➢ Review and perform analysis of test results to determine if module has passed testing
➢ Sends daily project status report to project owners, project managers, development team and testing team.

Project Title: my.Home Website
Client: PLDT Customer Care
Role: Test Analyst

Project Details:
This project covers the implementation of Single Sign-On (SSO) Enhancements which includes Facebook and Google+ log in and the transferring of Canopy and Wimax accounts from my.Smart to my.Home. This portal is the my.Smart version which constitutes managing services available to each subscriber's Canopy and Wimax accounts.

Responsibilities:
➢ Performed test script creation and test execution
➢ Review and perform analysis of test results to determine if module has passed testing ➢ Review defects reported by team.
➢ Sends daily project status report to project owners, project managers, development team and testing team.

Project Title: KENAN Billing System **Client**:
Smart Communications Inc.
Role: Test Analyst

Project Details:
A billing system used by Smart Communication for Postpaid Subscriber.

Responsibilities:
➢ Test execution of small data fixes to KENAN database.

Project Title: Meralco Prepaid Retail Electric Service
Client: Meralco
Role: Test Analyst

Project Details:
This project enables SMART to provide MERALCO the ability to utilize the existing Prepaid Retailer base as a channel to top-up their customers' electricity credits.

Responsibilities:
➢ Performed test script creation and test execution
➢ Review and perform analysis of test results to determine if module has passed testing
➢ Sends daily project status report to project owners, project managers, development team and testing team.

Project Title: SMART Integrated Reconciliation and Settlement System
Client: SMART Business Operations and Support
Role: Test Analyst

Project Details:
SMART Integrated Reconciliation and Settlement System (SIRS) aims to support various service channels in reconciling transactions from different systems/partners and providing an end to end solution for partner settlement, booking and disbursement.

Responsibilities:
➢ Review projects requirements
➢ Interacts with project management and development teams to develop a strong understanding of the project and testing objective.

- ➢ Responsible for module allocation to Test Analyst/Test Engineers.
- ➢ Review defects reported by team.
- ➢ Performed test script creation and test execution
- ➢ Review and perform analysis of test results to determine if module has passed testing
- ➢ Sends daily project status report to project owners, project managers, development team and testing team.

Project Title: Customer Solution Platform system
Client: SMART Customer Care
Role: Test Analyst

Project Details:
Customer Solution Platform system manages the prepaid and postpaid customer services provided by SMART Communications.

Responsibilities:
- ➢ Performed test script creation and test execution for the following modules: ⬜
  - International Roaming Activation and Deactivation via WAP Connect
  - • International Roaming Activation and Deactivation via SIM Connect
  - • International Roaming Activation and Deactivation via WEB Connect
- ➢ Review and perform analysis of test results to determine if module has passed testing ➢ Regression testing execution
- ➢ Sends daily project status report to project owners, project managers, development team and testing team.

Project Title: Customer Solution Platform system's migration to 11G Database
Client: SMART Customer Care
Role: Test Analyst

Project Details:
Customer Solution Platform system manages the prepaid and postpaid customer services provided by SMART Communications.

Responsibilities:
- ➢ Performed test execution for the following modules:
  - • EBG Bro New Connect
  - • EBG GSM New Connect
  - • Aftersales
- ➢ Review and perform analysis of test results to determine if module has passed testing

Project Title: Cobra (Earned Value System)
Client: Deltek
Role: Associate Quality Control Analyst

Project Details:
Cobra is a powerful system for managing project costs, measuring earned value, and analyzing budgets, actuals, and forecasts.

Responsibilities:
- ➢ Performed functional and cumulative updates testing

Project Title: PMCompass (Customer Relationship Management System) **Client:** Deltek
Role: Quality Control Analyst (Level 2)

Project Details:
PM Compass is a role-based project collaboration system that extends the functionality of the cost and schedule system to support processes such as entering progress, determining and explaining variances, authorizing work, and others. These processes are enabled and tracked through workflows, making it easy to obtain information from a large group of people on the project.

Responsibilities:
  ➢ Performed functional and cumulative updates testing
  ➢ Lead Cumulative Updates Releases

Trainings Attended

- APSTB & SQL Fundamentals
- Regression Testing using QTP
- Building Testable Requirements
- Exploratory Testing: A simultaneous process to test
- Agile Testing
- Use Case Testing
- Estimating the Testing Effort
- Test Planning
- Business Etiquette
- Deltek Speaks (Virtual Meetings)
- 7 Habits of Highly Effective People
- Value of Peer Relationships

Education

Bachelor of Science in Information Technology
Jose Rizal University
2006 - 2010

Personal Information

Age: 27 years old
Date of Birth: July 28, 1990
Civil Status: Single
Religion: Christian
Nationality: Filipino