SHARMAINE

SUMMARY

Results-driven Business Analyst with a solid background in Quality Assurance and Business Analysis within dynamic corporate environments. Proficient in eliciting and documenting requirements, analyzing and improving business processes, and overseeing end-to-end testing to ensure high-quality deliverables aligned with business objectives. Adept at fostering collaboration between stakeholders and technical teams to ensure smooth project execution. Dedicated to driving operational efficiency, continuous improvement, and organizational success.

KEY SKILLS

- Requirement Gathering & Analysis
- Quality Assurance Testing
- Software Development Life Cycle
- Communication Skills
- Problem-Solving
- Agile & Waterfall Methodologies

WORK EXPERIENCE

Quality Assurance Engineer   Mar 2025 - Jul 2025

- Develop and execute test plans and test cases based on project requirements and user stories.
- Collaborate with cross-functional teams, including developers, business analysts, and product owners, to identify, document, and resolve software defects.
- Conduct regression, smoke, and exploratory testing during development cycles.

Quality Assurance Engineer | Business Analyst,   Jul 2024 - Nov 2024

- Design and develop detailed test cases and test scripts based on project requirements.
- Provide regular testing status updates and reports to the Project Manager and QA Lead.
- Perform effective defect reporting, tracking, and management until closure.
- Assist in investigating raised defects and addressing quality concerns.
- Provide QA execution recommendations and best practices to project teams.
- Conduct comprehensive manual testing to ensure software quality.
- Perform end-to-end testing across the software development lifecycle.

Business Analyst,   Mar 2022 - May 2024

- Responsible for the analysis, design, and implementation of new or enhanced HCM solutions and other projects, from initiation through delivery, with minimal supervision.
- Analyze current and future business needs in relation to system application requirements, identify potential gaps, evaluate solutions, and ensure successful delivery.
- Collaborate with diverse business units and stakeholders to gather and document requirements.
- Configure and develop system solutions to meet business needs in coordination with Functional, Technical, Quality Assurance, and Operations teams.
- Conduct thorough system testing to ensure functionality, accuracy, and effectiveness.

Technical Support Representative, ████████   **Apr 2019 - May 2019**

- Managed high volumes of incoming calls while ensuring excellent customer service.
- Generated sales leads and identified customer needs to achieve satisfaction.
- Built and maintained strong relationships with customers through clear and interactive communication.
- Provided accurate, complete, and timely information using appropriate tools and methods.
- Met individual and team sales targets as well as call handling quotas.
- Handled customer complaints, offered effective solutions within agreed timeframes, and followed up to ensure resolution.

EDUCATION   ████████████████████████   **June 2018 - April 2021**

Bachelor of Science in Information Technology

PROJECTS
- Business Travel and Expense Management Software
- E-commerce for Food Delivery
- HRIS Software
- Learning Management System

OTHER SKILLS & TOOLS

- Proficient in Operating Systems (Windows & Linux)
- Skilled in Troubleshooting for Printers, Laptops, and Computers
- Basic Understanding of Software Installation and Updates
- Expertise in Microsoft Office 365 and Google Workspace
- Familiarity with Project Management Tools such as Jira, Confluence, Trello, and Monday.com
- Experience with API Testing using Postman
- Knowledge of Azure DevOps