



# Jieben Kayla Abaya

## SKILLS

- **Programming & Automation:**  
Python, Java, Selenium, Robot Framework
- **Web Development:**  
HTML, CSS, JavaScript
- **Database Management:**  
SQL, PostgreSQL (data validation & integrity testing)
- **Testing Tools & QA:**  
JMeter (performance testing), Azure DevOps (ticketing), Manual & Automated Testing, Regression Testing
- **Design & Prototyping:**  
Figma, Canva, UI/UX Design, Responsive Web Design, Prototyping
- **Business Analysis:**  
Requirements Gathering, Stakeholder Management, Solution Design
- **Process Documentation:**  
Process Flows, Workflow Diagrams, System Analysis
- **Business Tools:**  
Microsoft Office (Word, Excel, PowerPoint)

## EDUCATION

**Santa Lucia Academy**  
High School - Senior High School (HUMSS)  
2013 - 2019

**Saint Louis University**  
Bachelor of Science in Information Technology  
2019 - 2025

## WORK EXPERIENCE

Platform Support Associate - Business Applications  
**Inchcape Digital Delivery Center | Pasig City, NCR** 2022 - 2023

- Gained comprehensive knowledge in business analysis through various methodologies, including flowcharts, use case diagrams, data flow diagrams, high-level requirements, sitemaps, customer journey maps, etc.
- Applied the skills learned in training to support business applications, ensuring that technical solutions aligned with business needs and improved operational efficiency.
- Worked closely with project managers, business analysts, and UX/UI developers, gaining insights into their processes and contributing to collaborative projects.
- Acquired practical experience in handling real-world business application challenges, which enhanced my problem-solving abilities and understanding of business requirements.

Analyst Intern  
**NOAH Business Applications | Makati City, NCR** 2025

- Documented business processes to enhance workflow efficiency and understanding.
- Conducted system testing to verify the accuracy of account postings.
- Managed data population for specific business processes to ensure accurate system functionality.
- Developed analytical reports to support data-driven decision-making.
- Performed system testing to identify and resolve potential issues.

Freelance Web Developer  
**Remote** 2024 - 2025

- Built responsive and user-friendly websites using HTML, CSS, and JavaScript based on client needs.
- Collaborated with clients to define requirements and deliver custom web solutions.

## CERTIFICATIONS AND COURSES

- **Technical Courses:**
  - SQL Bootcamp
  - Robot Framework Test Automation
  - Python Selenium WebDriver
  - Manual QA Testing + Agile (Jira)
  - Azure DevOps Fundamentals
  - Excel Pro Tips
- **Professional Development:**
  - Executive Personal Assistant Skills
  - Communication & Conflict Management
  - Time Management
  - Critical Thinking & Decision Making
  - Personal Development 22-in-1
  - Mastering Communication
- **Other Certifications:**
  - DICT Regional Philippine Startup Challenge 8 (CAR) — Semi-Finalist
  - Responsive Web Design
  - Data Visualization
  - Identify and Define the Problem with Business Analysis
  - Software Development Life Cycle (SDLC) Certificate
  - Business Analysis Certificate — Data Flow Diagrams
  - Understanding Confluence

## CONTACT ME

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🌐 <https://jkdeveloper.pages.dev/>

*For projects, thesis, and other relevant details, please visit my website.*

## WORK EXPERIENCE

Business and Technical Operations Associate

**Systems and Software Consulting Group** Aug 2025 - Oct 2025  
**Inc. I Makati City, NCR**

- Supported daily operations and administrative tasks across business units.
- Tracked project timelines, milestones, and deliverables.
- Prepared and maintained documentation, reports, and meeting minutes.
- Coordinated meetings and facilitated communication across teams and stakeholders.
- Assisted in creating reports, presentations, and data summaries.
- Supported process improvement initiatives and monitored progress.
- Handled general admin tasks and ensured timely delivery of operational requirements.
- Identified and escalated operational issues while maintaining confidentiality.

Quality Assurance Specialist

**Systems and Software Consulting Group** Oct 2025 - Present  
**Inc. I Makati City, NCR**

- Designed and executed manual and automated test cases using Python, Selenium, and Robot Framework.
- Performed data integrity testing using PostgreSQL to validate backend data.
- Conducted performance and load testing with JMeter.
- Logged, tracked, and managed defects and tasks through Azure DevOps.
- Collaborated with developers and stakeholders to verify fixes and retest issues.
- Documented test results, maintained QA artifacts, and supported continuous process improvements.
- Carried out regression testing to ensure stable releases and high product quality.