



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 and k6(performance testing), Postman (API 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
 - k6 for Performance Testing
 - Manual QA Testing + Agile (Jira)
 - Azure DevOps Fundamentals
 - Excel Pro Tips
 - Postman API Testing
- **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. | 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 Engineer I

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

- 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.