

Joanna Paula Hernandez

QA & Application Support Specialist

thejohernandez@icloud.com | linkedin.com/in/jprhernandez

PROFILE

Experienced QA and Application Support Specialist with a demonstrated history of working in the computer software industry. Skilled in escalation handling, process optimization, and cross-functional collaboration to ensure quality assurance and effective conflict resolution. Committed to driving process improvements and fostering innovation to support organizational success and growth.

PROFESSIONAL EXPERIENCE

Rithom Consulting, QA & Application Support 05/2025 – 03/2026 | Remote

- Executed comprehensive test cases to identify software defects, ensuring high accuracy and stability before deployment.
- Monitored application performance and promptly addressed incidents, improving system uptime and reliability for end users.
- Collaborated with development teams to reproduce and analyze reported issues, accelerating time-to-resolution and minimizing user disruption.
- Validated compliance with regulatory standards through rigorous testing, safeguarding product integrity and legal adherence.
- Documented and maintained support knowledge base articles, facilitating faster customer issue resolution and improving user satisfaction.

LeadMaster, Support Manager 02/2014 – 04/2025 | Remote

- Provided overall support to LeadMaster's Development Team, Design Team, Consultants, Distributors and Resellers.
- Developed and implemented support workflows that improved case resolution speed, resulting in faster customer response times.
- Coordinated cross-functional teams to streamline issue escalation processes, increasing overall support team productivity and alignment.
- Trained and mentored support staff to ensure adherence to quality standards, leading to higher customer satisfaction scores.
- Coordinated cross-department communication to resolve complex client issues, enhancing overall response accuracy and strengthening customer trust.

Channel Partner Network Inc, Operations Manager 02/2013 – 02/2014 | Remote

- Directed daily operational workflows to improve process predictability and ensure consistent service delivery across departments.
- Orchestrated cross-functional collaboration to enhance customer satisfaction by streamlining response times and resolving issues promptly.
- Aligned team objectives with organizational goals to strengthen employee engagement and foster a culture of accountability.

Schneider Electric, Technical Support Representative 01/2011 – 02/2013 | Cavite, PH

- Provided technical end-user support for APC (Schneider Electric) products to English-speaking customers in EMEA.
- Acted as Consultant by sizing the appropriate product depending on the business' needs.

CERTIFICATES

Foundations: Data, Data, Everywhere
Google

Ask Questions to Make Data-Driven Decisions
Google

Energy Management Associate
APC by Schneider Electric

INDUSTRY EXPERIENCE

- BPO
- Retail
- SaaS (Software as a Service)
- Consulting
- Technology

TECHNOLOGICAL EXPERIENCE

- Salesforce
- Monday
- Sharepoint
- Jira
- LeadMaster CRM
- Odo
- Google Apps

SKILLS

: Manual Testing | System Testing | Unit Testing | Test Execution | Bug Tracking | Quality Assurance | Web Testing | Software Testing | Performance Testing

: Attention to Detail | Collaboration & Teamwork | Problem-solving | Time Management | Research | Documentation | Analytical | Troubleshooting