

JOHN CHRISTIAN L. ATIENZA

<https://johnchristian-portfolio.netlify.app/> | [linkedin.com/in/john-christian-atienza](https://www.linkedin.com/in/john-christian-atienza)

✉ johnchristianatienza81@gmail.com | ☎ +639177824755 | 📍 Jagobiao, Mandaue City, Cebu 6014

SUMMARY

Associate Technical Specialist with 3 years of hands-on experience in Software QA, Data Analysis, and Application Support, supported by a solid background in Web Development. I specialize in creating clear and effective test cases, performing UAT and regression testing, analyzing and transforming datasets, and handling end-to-end application support across L1–L3 for global clients. I also build dashboards that turn raw data into meaningful insights. Known for being detail-oriented and collaborative,

EDUCATION

Bohol Island State University, San Isidro Calape, Bohol
Bachelor of Science in Computer Science | 2018–2022

PROGRAMMING AND SKILLS SUMMARY

• Software QA Tester ◦ Functional, Regression ◦ User Acceptance Testing (UAT) ◦ Test Documentation & Reporting ◦ Test Plans & UAT Reports ◦ Acceptance Criteria Review ◦ REST API Testing using Postman ◦ HTTP Methods & Status Codes ◦ Request/Response Validation ◦ Bug Tracking Tools ◦ UI/UX Behavior Analysis	• Data Analysis ◦ MS PowerBi & Power Query ◦ Excel, Data Cleanup ◦ PostgreSQL, MSSQL ◦ Data Visualization ◦ Data Cleaning & Transformation ◦ Business/data validation	• Web Development ◦ HTML ◦ CSS ◦ Javascript ◦ Python ◦ Front-End Technologies	• Soft Skills • Attention to detail • Analytical thinking • Problem-solving • Clear Communication • Collaboration & Teamwork
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PROFESSIONAL EXPERIENCE

Associate Technical Specialist I

Alliance Software Inc., Hippodromo Cebu City, Cebu 6000 November 2022 – Present

Quality Assurance (QA)

- Performed Manual QA and UAT testing to ensure web applications were functional, reliable, and user-friendly.
- Conducted regression testing and verified system enhancements before deployment.
- Worked closely with developers to troubleshoot issues and ensure smooth releases.
- Communicated technical findings clearly to both technical and non-technical stakeholders.

Application Support

- Delivered end-to-end L1–L3 support to international clients, resolving technical issues efficiently.
- Documented solutions and collaborated with teams to maintain system stability and smooth operations.
- Assisted in identifying recurring issues and implementing corrective actions to improve overall system performance.

Data Analysis

- Used Power BI, Excel, and SQL to clean, transform, and analyze data for reporting and decision-making.
- Managed CEMS Analysis processes, ensuring data accuracy and validating results against audit reports.
- Built dashboards and extracted insights to support business decisions.
- Maintained data quality by detecting inconsistencies and performing root-cause investigations.
- Collaborated with teams to optimize data workflows and documentation.

PROJECTS

POS & Grocery Management System Testing

- Tested core system features: sales, inventory, payments, and reporting for accuracy and reliability.
- Performed regression testing after updates to ensure existing features functioned correctly.
- Conducted usability testing in a real grocery environment to confirm system efficiency and user-friendliness.
- Collaborated with clients to define critical metrics and ensure testing aligned with business goals.

Data Visualization & Business Insights

- Designed interactive dashboards highlighting key KPIs and performance metrics for management and end users.
- Cleaned and integrated data from Excel and SQL to ensure accuracy and real-time insights.
- Worked closely with clients to identify critical metrics and deliver dashboards that supported better decision-making.