

# JERIC SEMENIEGO

## QA Analyst | Manual QA Tester | UAT Support

Pasig City, Metro Manila, Philippines | +63 961 871 1368 | jeric.semeniego.work@gmail.com | jericsemeniegowork-boop.github.io/portfolio | github.com/jericsemeniegowork-boop

### SUMMARY

QA-focused support professional with experience in manual testing, test case writing, workflow validation, UAT support, regression testing, ticket handling, and documentation. I have worked with SAP S/4HANA, ServiceNow, SharePoint, Excel, and QMS/process documentation. My work involved checking system behavior, documenting expected vs actual results, validating fixes after changes, and escalating issues when needed.

### SKILLS

<b>Testing</b>	Manual Testing, Test Case Writing, Functional Testing, Regression Testing, UAT Support, Negative Testing, Smoke/Sanity Checks
<b>Documentation</b>	Defect Reports, Test Execution Notes, Expected vs Actual Results, QMS/Process Documentation, Test Summary Reports
<b>Tools</b>	ServiceNow, SAP S/4HANA, Excel, SharePoint, GitHub, Browser DevTools
<b>Learning / Exposure</b>	SQL Checks, Postman/API Testing, Selenium Basics, HTML, CSS, JavaScript, Browser LocalStorage, Vercel

### EXPERIENCE

#### Technical Documentation & AI Evaluation Contractor

Scale AI / Outlier | Freelance, Remote | Apr 2026 - Present

- Reviewed technical outputs against instructions and rubrics.
- Checked for missed requirements, unclear behavior, and documentation gaps.
- Practiced structured quality review that supports QA and documentation work.

#### Business Architect / Software Engineer

Accenture | Hybrid | May 2024 - Jul 2025

- Supported SAP S/4HANA operations through ServiceNow ticket handling, workflow validation, UAT support, regression testing, QMS/process documentation, and escalation coordination.
- Validated issues involving user access, failed workflows, incorrect data, process errors, system bugs, patches, resets, and incidents.
- Prepared testing notes, validation records, reports, documentation, and support evidence for system changes and issue resolution.

#### Account Manager Expert

iQor Sta. Rosa | Jan 2024 - Mar 2024

- Handled customer account support with focus on accuracy, documentation, escalation procedures, and process compliance.
- Verified account information, documented concerns, followed resolution steps, and supported issue handling in a fast-paced environment.

#### Quality Analyst Trainee / Technical Support Representative

TCL Online Services | Feb 2023 - Oct 2023

- Started as a QA trainee supporting process research, web tool assistance, workflow mapping, basic testing, and documentation.
- Handled appliance hardware/software concerns and documented/resolved around 30 issues daily while escalating complex cases when needed.
- Helped prepare clearer documentation for recurring issues and support workflows.

### PROJECTS

**QA Portfolio - Manual Testing Case Studies** - Built a QA portfolio showing testing process, test cases, defect sample, QA documents, Banking QA, Game QA, and a web app testing sample.

**CSE Review Studio** - Built and manually tested a mobile-first exam review web app with practice questions, mock exams, notes, mistake logs, and saved progress using HTML, CSS, JavaScript, Browser LocalStorage, and Vercel.

### EDUCATION & TRAINING

**Bachelor of Science in Information Technology** | STI College San Pablo | Completed 2023

**Senior Analyst Training** | HCL | Oct 2025 - Dec 2025

### REFERENCES

References available upon request.