Kristal Joyce Ferolino
Product Owner / Scrum Master

Motivated and forward-thinking with 6+ years of experience as a Product Owner and Scrum Master, and 4+ years of experience in software testing, I am fully committed to serving and guiding the team in its efforts to deliver value in product and meet the expectations of the client. Currently residing in the Philippines, I am able to apply for a visa myself once given an offer and can start within 2-3 months. I hope you give me a chance to prove myself and contribute effectively to your team.

Contact

Email
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LinkedIn
linkedin.com/in/kjferolino

Expertise

JIRA Software, JIRA Service Desk

Team Foundation Server (TFS), Trello, Azure DevOps

Methodologies: Scrum, Kanban

API Postman, JMeter

Education

University of San Carlos

Experience

2018 - Present
VISEO | Cebu
Product Owner / Scrum Master

- Oversaw the MUM app project through all release phases.
- Provided primary support during User Acceptance Testing (UAT) and production releases.
- Crafted clear user stories and inspired the team with defined objectives.
- Streamlined the prioritization process for defect and bug resolution.
- Integrated standard QA processes into the project workflow.
- Facilitated key scrum events, including stand-ups, retrospectives, and sprint planning.
- Compiled and managed weekly status reports.
- Handled application change requests efficiently.
- Conducted sprint demos for clients to showcase progress.
- Administered the Service Desk tool for the support team.
- Managed the transition of the project to Application Management Services (AMS) support.
- Proficient in tracking with Firebase Analytics.
- Skilled in testing application language translations using Applanga.
- Conducted API testing using Postman.
- Implemented stress testing in the project using JMeter.

2014 - 2018
Accenture | Cebu
Test Engineering Analyst

- Became the Subject Matter Expert (SME) for the tested applications.
- Provided daily status reports to management.
- Led defect triage meetings.
- Conducted demos and walkthroughs for team members.
- Created test cases using JIRA and Microsoft Test Manager.
- Executed test cases thoroughly.
- Supported production deployments.

Certifications

Professional Scrum Product Owner I (PSPO I) - 2021

Professional Scrum Master I (PSM I) - 2021

Scrum Foundation Professional Certificate (SFPC) - 2020

ISTQB Certified Tester Foundation Level (CTFL) - 2018