

Patrick Victoriano

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Work Experience

Quality Assurance Engineer, ICE Data Services Australia Pty Ltd – Australia July 2021 – June 2026

- Brought structure to test documentation by maintaining high-level scenarios in Confluence for stakeholder visibility and detailed test cases in ALM, giving both business and technical teams a single source of truth.
- Standardised the release process by creating a pre-release checklist in Confluence and conducting smoke testing on every build, achieving zero critical production incidents over 6 consecutive releases.
- Decreased invalid "not reproducible" bug closures by 80% by introducing a standardised bug report template complete with actual and expected results, steps to reproduce, screenshots and log snippets which was adopted as the team-wide standard recorded in Jira.
- Onboarded 2 QA engineers by creating a structured 1-month on-boarding guide, KB articles and pairing sessions, reducing their ramp-up time from 2 months to 1.
- Took initiative to introduce test automation to the essCert project by independently building a Playwright suite from the ground up shifting the team away from fully manual testing without being asked reducing manual testing effort time by 50%.
- Adapted quickly to a framework pivot when management switched from Playwright to Cypress mid-project, rewriting the entire automation suite while the app was simultaneously being rebuilt on a modern framework keeping coverage intact throughout.
- Brought structure to test documentation by maintaining high-level scenarios in Confluence for stakeholder visibility and detailed test cases in ALM, giving both business and technical teams a single source of truth.
- Kept regression testing stable through major change by running continuous functional and regression cycles on essCert while managing two framework migrations, ensuring no critical defects slipped through during the transition period.

Customer Support Consultant, ICE Data Services Australia Pty Ltd – Australia June 2015 – July 2021

- Served as the first point of contact for Level 1–2 support requests involving troubleshooting and repairs — resolved issues promptly while meeting all SLA commitments and maintaining high customer satisfaction.
- Identified gaps in how the team diagnosed recurring issues — built and maintained an internal knowledge base that empowered staff to resolve problems faster, while ensuring all cases were accurately logged in the tracking system.
- Contributed to annual budgeting and project planning by providing reliable time and cost estimates — helped keep internal and external projects on track through clear, realistic forecasting.
- Kept management informed by delivering weekly case and escalation reports — actively contributed to improvement initiatives, giving the team clear visibility into support trends and risks.

Systems Analyst, GFT Global Markets Asia Pte Ltd – Singapore

May 2012 – Oct 2014

- Delivered Level 1–2 technical support across a globally distributed environment spanning 8 offices (US, UK, APAC) — triaged and resolved priority incidents for clients, partners, and staff while consistently meeting SLA targets for service restoration.
- Managed end-to-end incident lifecycle for the Technical Support Center — assessed priority and urgency, coordinated escalations, delegated tasks to the right teams, and kept all stakeholders informed until full service was restored.

Network Engineer, Fujitsu Ten Solutions Philippines Inc – Philippines

July 2006 – Mar 2012

- Owned the end-to-end deployment of new workstations — built and maintained the Standard Operating Environment (SOE), imaged machines with the required OS and software, provisioned user accounts and access, and validated system functionality before handoff to client sites.
- Maintained OS, software, and system utilities across the environment in line with company standards — performed routine patching, configuration management, and hardware upgrades to keep systems stable and performing well.

Skills

Languages: TypeScript, JavaScript, Python, SQL

Frameworks: Playwright, Cypress, Selenium, RobotFramework, K6, Jmeter, BrowserStack

Technologies: Claude AI, GitHub CoPilot, AWS, Git, Jenkins, Jira, Confluence, ALM, Postman, SOAP UI, AutoIT, Citrix, PowerShell, Bash

Education

Bachelor of Science in Computer Engineering

May 2006