

MIKAELA C. MAAC

IT Project Manager | Software Quality Assurance | AWS Certified: Cloud & AI

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PROFESSIONAL SUMMARY

Mikaela is an IT professional who carries projects from requirements through production sign-off, pairing two years of hands-on software quality assurance with project coordination for **government and enterprise clients**. She has led UAT for public-sector releases with 8+ end users per session, audited AWS environments against the Well-Architected Framework, and trained government IT teams on cloud infrastructure and operations. **AWS Certified in both Cloud and AI** and Lean Six Sigma trained, she turns ambiguous requirements into documented, testable, and compliant deliverables.

CORE COMPETENCIES

Project Delivery	Project Coordination · Stakeholder Management · Agile & Scrum · Risk & Issue Tracking · Status Reporting · Training & Knowledge Transfer
Quality Assurance	Functional & Non-Functional Testing · Test Case Design · UAT Facilitation · Requirements Validation · Defect Lifecycle Management · RCA (Fishbone, DMAIC)
Cloud & AI	AWS (EC2, S3, IAM, VPC) · AWS Well-Architected Framework · Google Cloud Fundamentals · Generative AI · Machine Learning Concepts
Process	Lean Six Sigma · Process Optimization · Technical Documentation · SDLC · Compliance & Audit Readiness
Tools	JIRA · Redmine · ClickUp · Microsoft SharePoint · Postman · Microsoft 365

PROFESSIONAL EXPERIENCE

JUNIOR PROJECT MANAGER

Aug 2026 – Present

Sagesoft Solutions, Inc. — Philippines

- **Manage IT projects across the full delivery lifecycle** for **government and enterprise clients** — planning scope, schedules, and resources, then tracking progress to completion across development, QA, and release teams.
- **Produce weekly status reports and progress dashboards** for client and internal leadership, escalating risks and blockers before they impact committed dates.
- **Facilitate kickoff, stand-up, and status meetings**, documenting minutes, decisions, and action items, then driving each to closure with accountable owners.
- **Coordinate UAT and go-live readiness** — cutover checklists, sign-off artifacts, and client acceptance — and process change requests through documented impact review before scope is committed.
- **Designed and facilitated a phased training program** mapped to implementation milestones, including instructor-led AWS sessions for **6+ government IT personnel** on cloud infrastructure and operations — replacing one-off handovers with progressive, verifiable knowledge transfer.
- **Audited AWS infrastructure configurations** (EC2, S3, IAM, VPC) against the AWS Well-Architected Framework to surface reliability, security, and compliance gaps before client turnover, and applied **Lean Six Sigma** to streamline documentation workflows and reduce cross-team rework.

SOFTWARE QUALITY ASSURANCE ANALYST

Jan 2025 – Aug 2026

Sagesoft Solutions, Inc. — Philippines

- **Led and facilitated User Acceptance Testing** for **2 government project releases**, guiding **8+ end-user participants per session** from scripted execution through to formal client sign-off.
- **Tested web-based systems and CMS platforms end to end**, executing functional and non-functional test suites across browsers to validate business workflows, performance, usability, and reliability against documented requirements.
- **Owned the QA documentation set** — test scripts, defect reproduction steps, user manuals, and proof-of-concept (POC) documentation — relied on by internal teams and end users at release.
- **Drove root cause analysis** using Fishbone and DMAIC to reduce recurring defects, partnering with developers, business analysts, and release teams to resolve issues within release timelines.
- **Delivered knowledge transfer and training** to **5+ IT administrators and stakeholders** across multiple government agencies, and managed defect tracking in JIRA, Redmine, and Microsoft SharePoint.

CERTIFICATIONS

AWS Certified AI Practitioner — Amazon Web Services	Jun 2026 – Jun 2029
AWS Certified Cloud Practitioner — Amazon Web Services	Apr 2026 – Apr 2029
Google Cloud Platform Fundamentals: Core Infrastructure — Trainocate Philippines	Dec 2025
Lean Six Sigma Yellow Belt — Six Sigma BELT Guru	Aug 2025
Lean Six Sigma White Belt — Ask Lex PH Academy	Feb 2024

EDUCATION

Bachelor of Science in Computer Science	Aug 2024
<i>Batangas State University TNEU – Alangilan · Batangas, Philippines</i>	