

MARK EZEKIEL CAFE

QA ENGINEER | SYSTEM ANALYST | AI & AUTOMATION

Cavite, Philippines | 0956 887 5190 | emark.cafe@gmail.com | LinkedIn | GitHub

PROFESSIONAL SUMMARY

QA Engineer and System Analyst with 2+ years of experience across enterprise payroll, web, mobile, and transactional systems, with growing specialization in AI-assisted workflow automation and business-process engineering. Experienced in requirements analysis, financial validation, regression/UAT, defect lifecycle ownership, release readiness, Playwright automation, n8n workflows, API/webhook integration, Supabase/PostgreSQL, and operational monitoring. Combines disciplined QA, systems thinking, and practical automation design to build reliable solutions that reduce repetitive work while keeping critical business decisions under human control.

CORE COMPETENCIES

Testing & QA: Manual Testing (Web & Mobile) · Functional · Regression · Smoke · UAT · Payroll & Transactional Testing · Data Integrity · Playwright E2E
Systems & Analysis: Requirements Analysis · Process Mapping · Acceptance Criteria · Stakeholder Management · Environment Configuration · Release Readiness
AI & Automation: n8n Workflow Automation · AI/LLM Integration · Human-in-the-Loop Automation · Prompt Engineering · Operational Monitoring
Backend & Integration: REST APIs · Webhooks · Supabase · PostgreSQL · Google Sheets Automation · Gmail Automation
Quality & Reliability: Defect Lifecycle Management · Test Planning · Contract Validation · Audit Trails · Cross-Browser & Cross-Device Testing

PROFESSIONAL EXPERIENCE

- System Analyst II

Oct 2024 to Aug 2026

Network Economic Service Ventures • Mandaluyong City

 - Owned full payroll system validation across payslip computation, deduction logic, benefit processing, and multiple currency configurations, safeguarding production against high-impact financial discrepancies across release cycles.
 - Executed regression, smoke, and transactional testing across multiple deployment environments, protecting functional correctness and data integrity through every release.
 - Drove the defect lifecycle from identification through retest and sign-off, converting client-reported issues into structured Changelogs (CLs) used by development and project management teams.
 - Led client-facing requirements discussions, translating stakeholder feedback into testable, traceable specifications aligned with business expectations.
 - Validated UI/UX behavior across browsers and devices and produced release-readiness reports and risk assessments used to support go-live decisions.
- System Analyst

Jun 2024 to Oct 2024

Archangel Technologies • Mandaluyong City

 - Delivered functional, regression, smoke, and UAT cycles for web-based enterprise solutions, reducing post-release defect exposure through structured pre-deployment validation.
 - Authored and maintained the QA artifact suite, including test cases, process-flow diagrams, defect reports, and functional specifications, improving traceability and audit readiness.
 - Reviewed requirements and design documents before handoff to identify gaps, ambiguities, and testability risks early.
 - Performed UI validation and usability testing across browsers and devices, partnering with development and IT on defect triage and deployment readiness.
- Systems Administrator

Mar 2023 to Jun 2024

Philippine National Police • Camp Crame, Quezon City

 - Sustained system health and uptime across on-premise and cloud environments for mission-critical government infrastructure, strengthening an infrastructure-aware approach to QA and operations.
 - Architected and deployed LAN and WAN infrastructure, including routers, switches, and virtualized servers across multiple operational environments.
 - Engineered a Java-based ID processing solution that reduced manual processing effort and errors, improving departmental throughput.
 - Enforced security controls, access policies, and audit-compliant documentation, including weekly operational status reports for command leadership.

IT Specialist

Feb 2022 to Sep 2022

Philippine National Police • Camp Crame, Quezon City

- Provisioned servers, switching infrastructure, and network peripherals for high-availability operations supporting mission-critical daily workflows.
- Delivered Tier 1 and Tier 2 support and end-user training while managing vendor SLAs for timely incident resolution.

PROJECTS

GameQueue AI - Gaming Lounge Operations Platform

2026 to Present

Independent Engineering Project • AI Solutions, Workflow Automation & Operations Engineering

- Architected an end-to-end gaming-lounge operations platform connecting the public game/station catalog, reservation intake, staff approval, authoritative waitlists and queues, customer self-service, reminders, arrival/no-show checks, session-end/overstay monitoring, and staff escalation.
- Designed a secure AI-assisted customer experience with natural-language intent routing and structured responses for pricing, operating hours, station information, reservation status, and queue status, backed by trusted customer-bound sessions and allowlisted customer-safe response contracts.
- Engineered the authoritative waitlist and identity-binding flow across Next.js server APIs, n8n, and Supabase/PostgreSQL, preserving idempotency and duplicate protection while preventing browser-supplied customer identity from becoming a trust source.
- Built production-style reliability and safety controls including human-in-the-loop approvals, duplicate-notification suppression, audit breadcrumbs, malformed-state monitoring, controlled failure responses, and operational alerts for conditions requiring staff attention.
- Validated the platform end to end across normal customer journeys, anonymous versus trusted access, retries, queue/reservation lookups, human handoff, monitoring, responsive UI, and API/workflow contract boundaries using n8n, Supabase/PostgreSQL, Next.js/TypeScript, REST APIs/webhooks, and AI/LLM integration.

Small Service Business Operations Automation

2026 to Present

Independent Automation Project • Business Process Engineering

- Designed an end-to-end service-operations workflow spanning customer inquiry, lead capture, quotation, owner approval, appointment scheduling, reminders, invoicing, payment follow-up, and review requests for small service businesses.
- Implemented validated inquiry and quotation modules in n8n with Supabase-backed records, business-scoped data handling, structured quote calculations, status tracking, and automated owner notifications.
- Applied human-in-the-loop approval controls so customer-facing quotations and downstream actions remain gated by owner review instead of being released automatically by the workflow.
- Designed owner-facing operational visibility for pending quotations, appointments, unpaid invoices, and follow-up actions, helping surface exceptions that would otherwise depend on spreadsheets or manual tracking.

Cozy Voxel Art Storefront

2026 to Present

Independent Commercial Product • AI-Assisted Product Development, QA & Workflow Automation

- Built and deployed a production digital-product storefront for a multi-product wallpaper catalog with responsive browsing, cart/checkout flows, GCash/QRPH and PayPal payment options, and approval-controlled fulfillment.
- Engineered n8n order and fulfillment workflows for customer intake, Google Sheets order tracking, payment verification, Gmail delivery, approval-state transitions, and secure download-status updates.
- Implemented token-protected digital delivery with purchased-key validation, 14-day token expiry, access-count tracking, and a controlled invalid/expired-link fallback to reduce unrestricted file access.
- Developed an operational admin dashboard and end-to-end QA coverage for revenue, recent orders, pending approvals, downloads, top products, and customer activity while validating payment, email, responsive UI, and secure delivery behavior.

Playwright E2E Automation Suite

Jan 2026 to Present

Self-Directed Engineering Project • QA Automation & AI-Assisted Testing

- Built reusable Playwright E2E coverage for login workflows, UI behavior, process flows, environment-based credentials, structured assertions, and multi-environment regression scenarios.
- Applied Page Object Model architecture, npm, Git/GitHub, and prompt-assisted test design to improve repeatability, debugging, and QA documentation quality.

EDUCATION

B.S. in Information Technology

Graduated Jul 2023

New Era University