Mariana Kolko

QA Manager | Project Manager | Jira Admin | Product Management & Ownership Support

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📍 Ajaltoun, Lebanon

in Mariana Kolko

Profile

Versatile QA, Business Analysis, and Project/Product Management professional with **10+ years of experience** in **software testing, project delivery, Jira administration, and business analysis**. Skilled in **manual testing, Agile methodologies, sprint planning, product roadmapping, and stakeholder management**. Strong expertise in **SDLC, process optimization, and Jira customization** to drive efficiency. Proven record of **boosting user engagement by 30%** and **reducing time-to-market** through effective collaboration, gap analysis, and data-driven decisions. Fluent in **Arabic, French, and English**, with strong leadership and mentoring skills for guiding cross-functional teams and aligning technical solutions with business goals.

Professional Experience

Senior Project Manager | Jira Administrator | QA Manager | Product Management & Ownership Support, *Lokalee* 🔗

July 2021 – Present | Ghazir, Lebanon

Product Management & Ownership Support

- **Owned and drove the end-to-end delivery and full product lifecycle** for multiple web and mobile platforms — from **market research and ideation to launch, iteration, and platform optimization** — ensuring alignment with **business objectives and KPIs**.
- Defined and executed **product strategy**, shaping **product roadmaps**, managing **product backlogs**, and outlining **MVP requirements** to deliver scalable, high-value solutions in fast-paced environments.
- Partnered with Product Owners, stakeholders, and cross-functional teams to **collect, refine, and document requirements**, transforming customer and market insights into **clear user stories** and actionable priorities.
- Led **competitive analysis, logistics workflow reviews, and user feedback studies**, driving **data-driven decisions** that increased user engagement by **30%** and boosted feature adoption rates by **30%**.
- Collaborated closely with engineering, design, operations, and marketing to deliver **high-quality releases on time**, reducing time-to-market by **20%** and optimizing development costs while enhancing **consumer experience**.
- Monitored **product performance metrics and KPIs**, using behavioral analytics to guide **feature prioritization, continuous improvements, and iterative product enhancements**.
- Proactively addressed **customer feedback and escalations**, translating insights into actionable features that improved user satisfaction, retention, and platform reliability.

Jira Administration & Process Optimization

- Administer and configure **Jira Software** and **Jira Service Management**, including projects, workflows, issue types, custom fields, screens, and permission schemes to meet complex business needs.
- Gather and translate **business and technical requirements** by collaborating with Product Managers, Business Analysts, Developers, and QA Teams to design **scalable, efficient workflows**.
- Create and manage **advanced Jira dashboards, reports, and filters**, providing actionable insights that improved **project tracking accuracy by 35%** and **sprint predictability by 25%**.
- Lead **Jira training sessions** for new and existing users, increasing tool adoption and consistent usage by **40% across teams**.
- Integrate **Jira with Confluence, GitHub, and CI/CD pipelines**, automating **status reporting** and reducing manual updates by **50%**.
- Successfully led **Jira migration projects**, consolidating legacy systems, improving performance by **30%**, and enabling seamless scalability for growing teams.

Project Management & Agile Leadership

- **Led full-cycle project management** for **software development initiatives**, overseeing **Agile ceremonies** (sprint planning, backlog grooming, daily stand-ups, sprint reviews, and retrospectives) to achieve **95% on-time sprint delivery**.
- Translated **business requirements and stakeholder needs** into actionable **project roadmaps**, defining **scopes, timelines, budgets, and priorities**, improving **delivery efficiency by 20%**.
- Monitored **project progress, milestones, and KPIs**, generating **executive-level reports and dashboards** to enhance **visibility, forecasting, and data-driven decision-making**.
- Proactively identified and mitigated **risks, blockers, and dependencies**, reducing **project delays by 30%** and ensuring smooth releases.
- Fostered **cross-functional collaboration** between **development, QA, DevOps, and product teams**, boosting **alignment and sprint success by 25%**.
- Defined and optimized **critical project paths** to ensure efficient resource allocation and timely delivery of complex software projects.
- Provided **leadership, Agile coaching, and mentoring**, enhancing **team performance, engagement, and adoption of Agile best practices**.

Quality Assurance Manager
- Led **end-to-end QA strategy and execution**, implementing **Test Plans, Test Cases, and Test Scripts** for **unit, regression, UAT, API, and system testing** across **web, mobile, SaaS, and enterprise platforms**, achieving a **40% defect reduction** through **automation frameworks** and **CI/CD integration**.
- Established **QA standards, best practices, and automation strategies** across the **SDLC**, improving **project tracking accuracy by 30%** with optimized **Jira workflows** and automated reporting.
- Analyzed **KPIs and defect trends**, delivering actionable insights that **shortened testing cycles** and boosted **sprint delivery success by 25%**.
- Partnered with **development, DevOps, and product teams** to ensure **on-time, high-quality releases**, and led **Jira migrations and integrations** with **Confluence, GitHub, and CI/CD pipelines** to enhance collaboration and efficiency.
- Trained and mentored QA teams on **Agile QA methodologies, performance testing tools (Postman, JMeter)**, and bug tracking systems, **increasing productivity by 20%**.
- Performed **manual and exploratory testing** for urgent, high-impact releases in **fast-paced Agile environments**.

Quality Assurance:, NETIKS INTERNATIONAL SAL 🔗

February 2019 – June 2021
Hazmieh, Lebanon

- Collaborated with **Agile teams** to plan product deliveries, define acceptance criteria, and align testing activities with customer needs and project goals.
- Designed and executed detailed **test plans, test cases, and test design documents** based on product specifications and user requirements.
- Developed and optimized **manual and automated test suites** to ensure coverage of regression, functional, and integration testing, using **Katalon Studio** (intermediate level) and manual testing approaches.
- Conducted root cause analysis on test results, identified defects and performance issues, and collaborated closely with **Developers, Business Analysts, and Product Managers** to resolve issues and refine testing strategies.
- Maintained test coverage across customer-specific releases and patches, ensuring new features and bug fixes did not impact platform stability.
- Delivered timely reports on testing progress, risks, and defect status, escalating critical issues when needed to ensure resolution.
- Actively contributed to **process improvement initiatives** by recommending and implementing enhancements to testing methodologies and QA workflows.
- Facilitated knowledge sharing through documentation, mentorship, and collaboration across QA, development, and product teams.

Key Achievements:
- Reduced testing time by **20%** by streamlining test case execution and automating repetitive tasks with Katalon Studio.
- Improved defect detection rate by **35%** through enhanced root cause analysis and collaborative testing practices.
- Contributed to a **15% increase in team productivity** by documenting best practices and leading internal QA training sessions.
- Successfully maintained zero critical post-release defects on multiple client projects through rigorous testing.

Quality Assurance:, DATAQUEST 🔗   July 2013 – February 2019
Jeita, Lebanon

- Implemented and monitored **quality assurance standards, testing procedures, and inspection systems** to ensure product and process compliance.
- Led testing, inspections, and root cause analysis to resolve product defects and customer complaints.
- Managed **quality documentation** and ensured compliance with regulatory requirements and internal standards.
- Identified process gaps and recommended corrective actions to improve quality and efficiency.
- Oversaw document control systems and supported audit readiness and reporting activities.

Key Achievements:
- Reduced product defect rate by **30%** through process improvements and corrective actions.
- Resolved **95%+** of customer complaints within service deadlines.
- Enhanced document retrieval speed by **40%** through improved document management practices.

Skills

Technical Skills
- Jira Software & Jira Service Management (Administration & Customization)
- Confluence
- Test Automation (Katalon Studio, Selenium – basic/intermediate)
- Manual Testing & Test Case Design
- Quality Assurance & Testing Tools
- Microsoft Dynamics CRM
- SDLC & STLC (Software Development & Testing Lifecycles)
- Agile, Scrum & Kanban Methodologies
- Sprint Planning & Backlog Management
- Project Management Tools & Techniques
- Test Management & Bug Tracking Systems
- Root Cause Analysis & Problem Solving
- Business Analysis & Process Modeling
- Reporting & Dashboard Creation (Jira, Excel, etc.)
- Documentation & Requirement Gathering
- Risk Assessment & Mitigation
- API Testing (Basic Knowledge)
- Product Strategy & Roadmapping
- User Behavior Analytics
- KPI Tracking & Performance Analysis
- MVP Planning & Feature Prioritization

Soft Skills
- Leadership & Team Mentorship
- Cross-Functional Leadership
- Effective Communication & Active Listening
- Critical Thinking & Analytical Skills
- Decision Making & Problem Solving
- Stakeholder Management & Relationship Building
- Conflict Resolution & Negotiation
- Adaptability & Flexibility
- Time Management & Prioritization
- Strategic Planning & Vision Setting
- Process Improvement & Optimization
- Accountability & Ownership
- Emotional Intelligence & Empathy
- Customer-Centric Approach
- Resilience & Stress Tolerance
- Knowledge Sharing & Continuous Learning
- Customer Experience Optimization

Education

Arab Open University,   2017 – 2019 | Antelias, Lebanon
Master in Business Administration

Arab Open University,   2008 – 2012 | Tayouneh, Lebanon
BA in System Practice and Business Administration

Certificates

- Scrum Master Candidate

- PMP Candidate

Languages

English – Fluent   **French** – Native/Bilingual

Arabic – Native/Bilingual