Jennifer Kpolu (Jen)

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EDUCATION

PURDUE GLOBAL UNIVERSITY – June 2022
MSIT- Business Intelligence and Analytics

SAINT MARY'S UNIVERSITY - May 2019
Bachelor of Computer Science and Business Administration

SKILLS

Collaborative Tools: **Atlassian tools**-Jira and Confluence, Selenium
Programming Language: Java, Python, SQL.
Enterprise Solution Software Packages: Service now, Help desk
Operating System: Windows, MacOS.
Productivity Tools: Microsoft Office, Microsoft Teams, **Slack**
Databases: MySQL

Projects

Project DAAS – IBM Canada
Tools Used: ALM, JIRA, SharePoint
As a Test Specialist, I performed extensive native android application testing on retail applications before they went live to end users and after production when new updates were pushed to the android devices to ensure business continuity, and the applications perform as normal for the end users.

PROJECT SMS – IBM CANADA
Tools Used: JIRA, SIR, POS Terminals
As a Test Specialist, I performed extensive testing on the back-office systems of a French Retail Software to ensure that all developer changes and updates worked as described, no broken functionalities.

Robotics Project – Imhotep's Legacy Academy (ILA)
Tools Used: Arduino Robotics Package
Using the Arduino Language, I taught high school kids the basics of programming and completed the after-school program with a capstone project where they developed a Bluetooth controlled robot car.

WORK EXPERIENCE

QUALITY ASSURANCE | BUSINESS ANALYST
2020 – present
IBM CANADA
HALIFAX, NS

As an analyst, it's my responsibility to ensure the successful deployment of new technology and other related programs for multiple clients by conducting extensive and exhaustive testing on them. I focus on the core details of each test and accurately report my findings to the support and development team so they're able to resolve the issues as they arise.

CUSTOMER LOYALTY ANALYST
2019 – 2020
ADMIRAL INSURANCE
HALIFAX, NS

As an employee, I serve the company as a brand ambassador promoting our products and services to clients over the phone. As a recognized top 10 loyalty analyst, I serve clients by renewing helping them renew their policies at the best price, upselling, and cross-selling helpful products to clients, and troubleshooting problems with the online portal while having a call time 30% below average.

NSERC STUDENT RESEARCH AWARD
2019 – 2019
DALHOUSIE UNIVERSITY
HALIFAX, NS

As a post-graduate, I was awarded the Natural Sciences and Engineering Research Council of Canada (NSERC) award. This is a major federal agency responsible for funding natural sciences and engineering research in Canada. As a research analyst I was responsible for facilitating requirements gathering discussions like interviews to capture and summarize data. Conducted statistical, quantitative, and qualitative data analysis to generated relevant results. Presented daily written and verbal progress reports to stakeholders in a comprehensive and straightforward manner.

ICODE+ PROGRAM COORDINATOR
2018 - 2018
IMHOTEP'S LEGACY ACADEMY
HALIFAX, NS

As a Coordinator I managed weekly on-site logistics to ensure the smooth running of weekly programs. Reduced expenses by 25% by supervising an efficient record-keeping system of participants' data. Improved the progress rate by 15% by facilitating weekly meetings with mentee to discuss suitable and high-quality delivery methods of lesson plans to achieve lesson goals.

CERTIFICATIONS

Certified Scrum Master	**2022**
Salesforce Certified Administrator Training	**2022**
ISTQB Foundation level Tester	**2022**
AWS CLOUD CERTIFICATION	**2021**
ITIL V4 Certified	**2019**