

EFE IGUNBOR

SOFTWARE QA ENGINEER

CONTACT

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- Lagos, Nigeria

TECHNICAL SKILL

- QA Documentation
- Web Testing
- Mobile Testing
- API Testing
- Cypress
- JIRA
- Azure DevOps Server
- MSSQL
- GitHub
- CircleCI

SOFT SKILLS

- Effective written and oral Communication
- Emotional Intelligence
- Critical Thinking
- Team Player
- Leadership

PROFILE SUMMARY

Nine years of total experience in Software Quality Assurance. Proficient in manual testing and automation testing on mobile and web apps with a full understanding of the Software Development Life Cycle (SDLC), the Scrum Agile Framework, and User Experience Design. Tech Stack include HTML, CSS, Javascript, Azure DevOps Server, JIRA, Cypress, Appium, GitHub, MSSQL, Cucumber BDD with Gherkin, and Postman.

WORK EXPERIENCE

March 2018 - Present

Senior Software QA Engineer

First Bank of Nigeria | Lagos, Nigeria

- Review user stories, evaluate acceptance criteria, and give improvement recommendations
- Mentor junior QA analysts and recommend training programs
- Write test cases for manual testing and test scripts to automate regression testing
- Collaborate with business analysts, product designers, software developers, and product/project managers to ensure the timely delivery of quality products
- Report and track bugs, working with the development team to facilitate timely corrections
- I led the QA team that tested a Biller Aggregator Web Application (FirstBillsPay) and mobile apps for FBNBank Senegal, FBNBank Ghana and LIT by FirstBank. These apps are available on Google Play Store and App Store

January 2013 – February 2018

Software QA Lead

Cyberspace Limited | Lagos, Nigeria

- Motivated the QA team to adopt Agile Testing there by reducing overall testing hours by 15%
- Mentored new QA staff and recommended skill acquisition courses
- Developed QA documents and ensured adherence to QA best practices
- Designed and executed test cases for mobile and web apps
- Reviewed bug/defect report with the QA team and escalated Showstoppers
- As Lead Quality Auditor, I played a major role in the company's successful transition from ISO 9001:2008 to ISO 9001:2015

CERTIFICATION

September 2014

ISTQB® Certified Tester Foundation Level
(CTFL)

May 2015

ITIL Foundation Level – AXELOS Global
Best Practice

June 2017

Quality Management System Auditor
(QMSA) – Tenol Alpha

WORK EXPERIENCE

April 2010 – October 2012

Quality Assurance Officer

Visafone Communications Limited (Acquired by MTN Nigeria) | Lagos, Nigeria

- Daily monitoring of calls to ensure that call center agents follow the company's rules and regulations on phone etiquette.
- Participated in customer listening forums.
- Helped with facilitating call calibration sessions with call center agents, QA team, and relevant stakeholders.
- Generated weekly report and send to the team lead and QA manager.

EDUCATION

November 2018 – March 2019

Credential of Readiness (CRe) | Economics for Managers, Business Analytics
and Financial Accounting

Harvard Business School | Boston, Massachusetts

February 2006 – November 2009

Bachelor of Science (B.Sc.) | Computer Science

University of Ibadan | Ibadan, Oyo