**Lola Isler**

**FDM Consultant**

**Profile**

Lola is a second year IT consultant who has graduated with a BSc (Hons.) in Chemistry from the Generic University, and recently finished a QA role for Sony Professional Solutions. Having completed over a year of consulting with his previous client, the range of roles provided and undertaken, proved to be valuable as this accelerated his growth and experience with working in an Agile team. The knowledge and experience gained from this role has further developed his research and problem solving skills, which greatly aided him in adjusting to roles which he had no prior experience in such as providing support at a help desk, or learning a new programming language to create test scripts for API calls. He believes these skills and experiences gained will be invaluable as an IT consultant, ready for any roles or challenges that he may come across at client sites.

His goal for the future is to work for an organisation that will fuel his ambitions to further develop his skill set, as well as give him the opportunities for future career development into leadership roles. His confidence, social skills and team working abilities have undergone tremendous growth and refinement, which allow him to communicate and convey his message across to all peers. This was a direct result from constantly working with colleagues and upper management at Sony, leasing with team leads and project managers to understand what current tasks and projects need to be completed. But also communicating with customers across Europe and resolving their issues, where English was not their first language, thus having to convey messages in a different style that may be easier for the customers to understand.

**FDM Employment History**

**Sony Professional Solutions, Jay Cl, Basingstoke December 2018 - March 2020**

*QA Engineer: Junior Tester & Second line support*

Worked in an Agile team, managing test case creations and executions via Kanban board and Jira, as well as executing regression tests through multiple builds, from QA to Staging to Production. Along with simultaneously managing two support help desks for a Media Asset Management and streaming tool, throughout the course of the role.

*Responsibilities:*

* Being the sole resource/tester for multiple projects, having to carry out full testing duties and regressions for version release meetings.
* Completed a 6-month project creating automated test scripts using JavaScript and Postman to send API calls to a Media Asset Management tool, and reviewing the actions carried out along with documenting the whole test package for future users.
* Supporting customer tickets via Helpdesks which included tracking, responding, and helping to solve support tickets via Jira and TeamViewer if needed.
* Helped train a new colleague to the Helpdesk and oversaw colleagues’ initial tickets, to ensure proper handling of customer service.

**Technologies Used:** JIRA, Acropolis, Postman, TeamViewer

**FDM Training**

**FDM Academy, London**  **August 2018 – October 2018**

Lola has completed the Software Testing programme. This programme included the following modules:

Software Testing

1. **Professional Skills** including development lifecycle, presentations & report-writing;
2. **Structured Query Language** including database manipulation;
3. **Excel including VBA,** Solver, Aggregate Functions, Nested If statements, V-Lookups;
4. **Unix** including Vi Editor, Shell Scripting;
5. **Web Apps Design** including HTML 5, CSS3, JavaScript, XML & XSL;
6. **ISTQB ISEB** including fundamentals of testing, testing through the software lifecycle, static testing, test design techniques, test management and tool support for testing;
7. **Manual Testing** including requirements reviews, coverage and traceability, test case writing and execution, defect reporting and management, status reporting and stakeholder management. (2 Weeks);
8. **Core Java** including introduction to Java and Eclipse, core Java syntax and data types, object oriented programming basics, abstract classes and interfaces, and collections, exceptions and file I/O
9. **Selenium WebDriver (in Java)** including introduction to automation and Selenium, setting up and configuring a WebDriver project, locating elements, basic WebDriver commands, verification and assertion and the page object model.
10. **Cucumber** including introduction to test automation frameworks, setting up and configuring a Cucumber project, gherkin keywords, step definition files and parameterisation
11. **Final Group Project and Sign Off** including testing a new application from test planning right through to test closure, implementation of agile testing practices, simulation of real world environment by introducing additional complications and technical interview assessing all previously covered competencies.

**Previous Employment History**

**Auntie Anne’s, The Oracle, Reading July 2017 - September 2017**

*Sales Assistant*

* Helping to serve customers the products offered by Auntie Anne’s and work efficiently as a team member to provide quick and friendly service.
* Flexibility as well as working well under pressure was key due to the work environment and therefore managed to develop punctuality, independence, and efficiency.
* Dedicated to help the team, took over last minute shift changes to ensure the shop floor ran without issues.
* These skills were seen when the Reading branch of Auntie Anne’s surpassed their sales target for that summer.

**Brand View, Reading July 2016 - September 2016**

*Data coder and Quality controller*

* Beginning as a data coder, later promoted to quality control member.
* Working on a crucial project for Amazon.com Inc. linked to major supermarkets around the USA, as well as mapping/creating brands that were implemented within their websites within a short span of time.
* This developed leadership qualities, strong work ethic and the desire to progress during this time.
* These skills were tested when he was chosen to be part of the quality control team, to rectify inaccurate mapped products.

**Education**

**Generic University October 2015 – July 2018**

**BSc (Hons.) Chemistry, 2:2**

Modules included:

Chemistry Maths (CH1M)

BSc Chemistry Project (CH3PR)

**Generic Sixth Form September 2011 – June 2015**

**A Levels:**

Biology, B

Chemistry, C

ICT, C

**Further Qualifications:** ISTQB Foundation

**Other Skills:** Python (Basics), Public Speaking

English (Native), Nepalese (Native)

**Interests and Activities**

* **Event Organizer, Nepalese Society:** Presented candidacy and won the role of event organizer of the Nepalese society. Being responsible for ‘meet and greet’ events, engaging with various organizers and communicating with students, increasing involvement within the society.
* **Public Speaking:** Connecting and communicating with individuals was key during employment and engaging for the dissertation presentations, providing confidence and independence.
* **Basketball**: Regularly play basketball in local courts and follow the NBA, seeing techniques as well as various plays of the game. One of the many passions which has helped develop teamwork as well as coordination and determination.
* **Fitness**: Over 4 years of fitness and strength training experience to present date, which has boosted self-confidence as well as organisation by keeping to training schedule. Patience and strong will have helped increase this passion and with stress relief.
* **School Ambassador/roles**: During time at 6th form, acted as an ambassador for potential college applicants and was elected as treasurer when serving on the student council.