Nika Gagua

Personal details

👤 Nika Gagua

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📞 +995598512255

🏠 Rustavi

📅 October 15, 1992

🌐 github.com/Nikagagua

in linkedin.com/in/nikagagua

Skills

Time management / task prioritization

Creative thinking / problem-solving

Teamwork / collaboration

Effective communication

Adaptability to change

Attentive to details

Languages

Georgian

English

Russian

Hobbies

◼ Coding

◼ Music

Education

| Bachelor of Mathematics and Computer Science | Oct 2010 - Aug 2014 |
Sokhumi State University, Tbilisi, Georgia

Employment

Software Tester & IT Support   Jul 2022 - Present
Solutions2Share Georgia, Tbilisi, Georgia
- Thoroughly tested company products and applications for functionality in the test environment.
- Examined software requirements, developed test scenarios, and executed usability tests.
- Created effective test cases, managed bugs, and reviewed bug resolutions.
- Analysed test results to identify database impact, errors, bugs, and usability issues.
- Compiled comprehensive product documentation.
- Tested and verified the correctness of the final published application.
- Collaborated with developers using ClickUp to resolve bugs.
- Provided first- and second-level support to end-users, delivering prompt assistance.
- Actively contributed to the knowledge base and customer feedback on requirements.
- Responded to tickets, resolved issues, and communicated solutions to customers.
- Automated the ticket system in ZohoDesk to improve support efficiency.
- Prepared and presented weekly progress reports to stakeholders.

Retail Merchandise Manager   Apr 2019 - Jul 2022
Samsung Electronics Georgia, Tbilisi, Georgia
- Prepared weekly regular and daily irregular reports on store changes for direct managers.
- Managed educational materials for employee training.
- Monitored stock movement, including markdowns, promotions, price changes, and clearance sales.
- Oversaw the existing trade network, analysing sales performance and identifying growth opportunities.

IT Specialist   Oct 2015 - Apr 2019
LTD Pantsilion, Tbilisi, Georgia

IT Specialist   Jul 2012 - Aug 2015
Rustavi N2 Diagnostical Center, Rustavi, Georgia

Certificates

Udemy.com   Jul 2023
The Complete ASP.NET MVC Course

Udemy.com   Jun 2023
ASP.NET Core 7 MVC-Cross-Platform Development

Udemy.com   May 2023
100 Days of Code: The Complete Python Pro Bootcamp for 2023

Udemy.com   Jan 2023
Build Responsive Real-World Websites with HTML and CSS