Daniel Okotie

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PROFESSIONAL SUMMARY

Versatile and analytical Quality Assurance Analyst with 2+ years of experience in software testing and QA methodologies across agile and waterfall environments. Proven track records in developing and executing test plans, identifying defects, and ensuring software quality through manual and automated testing. Excelled in using tools such as JIRA, Selenium, Postman, and TestRail, with strong knowledge of SDLC, STLC, and defect management. Committed to delivering high quality products. reinforcing platform compliance and enhancing team synergy across both local and global teams.

SKILLS

- Administrative Support
- Calendar & Meeting Management
- Document & Records Management
- Communication Strategy
- Cross-Functional Collaboration
- Budgeting
- Correspondence Handling

- Project Coordination
- Asana, Trello, Slack & Jira
- Microsoft Office Suite
- Online Community Moderation
- Feedback Collection & Reporting
- Platform Compliance & Policy Enforcement
- Workflow Optimization

- Client & Team Liaison
- Virtual Assistance
- Knowledge Base Management
- Software Testing Collaboration
- Multi-Device Functionality Review
- Remote Work Communication

WORK EXPERIENCE

QA and Software Tester for the Lagos Business School EDC website (Contract) |Enterprise Development Centre, Lagos Business School |2024 - 2025
- Reviewed system requirements and usability standards to anticipate user needs and align functionality with project objectives, preventing post-deployment issues.
- Coordinated with developers and QA teams to implement structured test plans, improving cross-functional workflows, testing turnaround time and enabling a 98% bug-free rollout.
- Performed manual testing across browsers and devices using Chrome DevTools and emulators, reducing technical support inquiries and user complaints.
- Documented detailed test outcomes and submitted clear feedback to technical teams, accelerating resolution cycles and strengthening QA reporting standards.
- Monitored task progress and enforced testing timelines through reminders and task trackers, supporting on-time launches with minimal post-deployment disruptions.

Community Moderator and Administrative Officer | Galxe |2023 - 2024
- Streamlined daily administrative operations using project management tools to manage calendars, digital correspondence, and document workflows , reducing backlog, appointment conflicts and missed follow-ups.
- Design structured feedback forms and conduct weekly summaries to track recurring issues and improvement areas, helping internal teams optimize community engagement and platform usability.
- Moderate user-generated content to address member queries/concerns and ensure alignment with community guidelines, maintaining a 98% response rate within 24 hours, enhancing user trust and engagement.
- Collaborate with 5+ Community Managers to track systems and develop moderation policies, including FAQs and standard responses for recurring issues, reducing content violation rates.
- Synthesized global user feedback into actionable reports for product and support teams, driving feature development and enabling the launch of user-informed product enhancements.

Customer Care Agent | MTN Nigeria | 2023
- Responded to customers' inquiries via phone calls and chats in a timely and courteous manner thereby preventing reducing backlog, appointment conflicts and missed follow-ups.
- Collaborated with other departments to ensure effective and efficient problem-solving strategies as well conducted weekly summaries to track recurring issues and improvement areas.
- Monitored cases and ensured timely resolutions in accordance to the different service level agreements, reducing technical support inquiries and user complaints.
- Exceeded performance metrics such as response and resolution time, and consumer satisfaction scores.

Administrative Officer |Jumia Nigeria | 2022
- Developed and implemented communication strategies for different departments as well as providing support for departmental heads and managers.
- Prepared report on administrative activities, company performance, and inventory levels, as well as collaborating with other departments to ensure cohesive messaging and strategy.
- Assisted in budget tracking, processed invoices, and monitored expenses for various departments to ensure effective resource allocation.

EDUCATION & CERTIFICATION

B.A. in Agriculture |University of Benin, Benin City | Edo State, Nigeria
Google Project Management | 2023
Alx Africa Virtual Assistant Program | 2024
Asana Workflow Specialist Certification | 2025