Daniel Okworo Isangedighi

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Professional Summary

Results-driven Software Support Engineer with over a decade of experience in customer support, technical support, and software testing. Adept at troubleshooting complex software issues, providing exceptional customer service, and collaborating with development teams to enhance product functionality. Proficient in various programming languages and testing frameworks with a proven track record of delivering high-quality software solutions through personal development projects.

Technical Skills

- Programming Languages: [Python, Java, HTML, JavaScript, SQL, VB Script, Windows Shell script]
- Software Development: VS Code, IntelliJ, Eclipse, Git
- Software Testing: Selenium, JUnit, TestNG, UFT One, Postman, Swagger
- Technical Support Tools: Zoho, Salesforce
- Operating Systems: Windows, Linux, macOS
- Databases: MySQL, PostgreSQL, Oracle, MS Access
- Other Tools: Docker, Jenkins, OpenText ALM

Professional Experience

Software Support Engineer

Tek Experts – Lagos, Nigeria

June 2020 – Present

- Delivery of Premium Technical Support and troubleshooting for software products, ensuring prompt resolution of issues.
- Collaborate with software development teams to identify, report, and resolve software defects.
- Conduct software testing and validation to ensure product quality and functionality.
- Develop and maintain documentation for support procedures and knowledge base articles.
- Train and mentor junior support staff and customers on software usage and best practices.

- Achieved a consistent increase in customer satisfaction through effective problem-solving and communication.

Software Testing Support

OpenText – EMEA

January 2021 – Present

- Developed and executed automated and manual test cases to verify software functionality.
- Identified, documented, and tracked software defects using Salesforce.
- Collaborated with developers to reproduce issues and validate fixes.
- Created detailed test plans, test cases, and test scripts based on product requirements.
- Participated in consultation meetings and provided updates on testing progress and issues.

Technical Support Specialist

Tranter IT – Lagos, Nigeria

July 2015 – March 2019

- Assisted customers with technical issues via phone, email, and chat, maintaining a high level of customer satisfaction.
- Diagnosed and resolved hardware and software issues on various platforms.
- Created and updated technical support documentation and user guides.
- Worked closely with development teams to prioritize and address customer-reported bugs.
- Participated in the development and execution of software test plans to improve product quality.

Personal Software Development Projects

Professional Portfolio

June 2022 – Present

Description: Developed a web application, that is mobile responsive using Jekyll, a popular static site generator, to further customize the site on GitHub Pages.

Responsibilities: I designed, coded, tested, and continue to maintain the application.

Key Achievements: I implemented a means to provide a view of the granular details of my software development journey, and knowledge.

- See https://danielisangedighi.github.io/

Education

Bachelor of Technology in Industrial and Applied Mathematics
Federal University of Technology, Owerri – Imo state, Nigeria
June 2005 – September 2011

Certifications

- OPENAPI FUNDAMENTALS (LFEL1011) - OpenAPI Initiative, 2024
- DevOps: CI/CD with Jenkins – Udemy, 2024
- JavaScript Essentials – Cisco, 2024
- Spring Boot Development – Udemy, 2024
- Docker Essentials: A Developer - Cognitive Class, 2024
- SQL and Relational Databases - Cognitive Class, 2024
- Python Essentials – Cisco, 2023
- Career Essentials in Software Development by Microsoft and LinkedIn – Microsoft, 2023
- Mobile Testing with Appium – LinkedIn, 2023
- Selenium – LinkedIn, 2023
- API Producer - Completion Certificate – Postman, 2023
- Java Explorer – Oracle, 2022
- UFT One v15.x Certified Professional - Micro Focus, 2021
- THE INTERNET OF THINGS CoA - King's College London, 2018

Professional Affiliations

Member, Hardware Nigeria community, 2019 – Present

References

Available upon request.