DIANA KAGOTHO

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https://diana-kagotho-portfolio.herokuapp.com

Summary

Quality Assurance Analyst with a background in Public Relations, Development Communications as well as International Relations and life-long dedication to learning. Effective at combining creativity and problem solving to develop user-friendly applications. Known among staff for strong wit and attention to detail no matter the complexity of the project.

Technical Skills

Operating Systems:	Windows, Android, iOS, Mac OS.
Applications:	ServiceNow, MS Word, MS Excel, MS PowerPoint, GanttProject, MS Outlook.
Programming languages:	HTML, CSS, JavaScript, JQuery.
Tools:	Atlassian Suite, Azure DevOps, Visual Studio Code,JIRA, Confluence.
Technologies:	Node.js, React, Bootstrap, YARN, MVC, ORM,MERN Stack,JSON.
Project Management:	Agile, Waterfall, Kanban, Scrum and Gantt Charts.

Work Experience

Quality Assurance Analyst, Kev Group   **April 2020 – Current**

- Write, execute and maintain test cases.
- Participate in product design meetings.
- Collaborate with other QA analysts, BA analysts, UX designers, and product owners to ensure the best outcomes and experience for customers and users.
- Gather and refine specifications and requirements based on business and technical needs.
- Stay plugged into emerging technologies/industry trends and apply them into testing and processes as appropriate.
- Work with developers to meet requirements and quality.

Customer service representative, Kev Group   **January 2019 – March 2020**

- Talk clients through a series of actions, either via phone, email or chat, to resolution.
- Properly escalate unresolved issues to appropriate internal teams.
- Conduct ticket prioritization, escalation, and routing.
- Follow provided tools and resources to identify solutions.
- Ask customers targeted questions to quickly understand the root of the problem.
- Track system issues through to resolution, within agreed timelines.
- Provide prompt and accurate feedback to customers.
- Refer to internal databases or external resources to provide accurate solutions.
- Ensure all issues are properly logged.
- Follow and improve department procedures and standards.
- Update and add documentation to support's knowledge base.

Shift Lead, Cash Money   **November 2018-January 2019**

- Oversaw operations when the manager was absent.
- Provided customer service and managed complaints.
- Provided direction and feedback to workers during shifts.
- Scheduled employee shifts and assigned duties.
- Managed time-off requests and handled last-minute absences.
- Checked cash drawers and prepared bank deposits.
- Addressed customer and employee complaints.
- Resolved conflicts between workers.
- Fostered and maintained a positive work environment.

IT Trainee, Toronto Employment Social Services   **August 2018 – November 2018**
- Aided with installing, maintaining and updating various hardware/software/systems.
- Resolved internal and external technical issues for over 50 clients per day.
- Assisted with data collection and maintaining inventory when requested.
- Assisted with organizing and presenting data collected.
- Documented, maintaining, inputting and updating data.
- Assisted with systems tests for over 60 computers.

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PROJECTS

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Budget-pesa| https://budget-pesa.herokuapp.com**|**https://github.com/dkagotho/Online-Offline-Budget-Trackers
Budget pesa, is an APP that gives users a fast and easy way to track their money, but also allows them to access that information anytime. This APP does this by having offline functionality.
Technology used include HTML,CSS,JQuery,React,Node.js,MongoDB and handlebars.

Eat da burger| https://deey-burger.herokuapp.com/burger **|** https://github.com/dkagotho/Burger
Simple to do app that uses local storage to save to do list.
Technology used include HTML,CSS,MYSQL,JavaScript,Jquery,Node.js,Express,Handlebars and ORM.

Workout-rockout | https://workout-rockout.herokuapp.com **|** https://github.com/dkagotho/Workout-tracker
Rockout workout is a work out app that is able to be able to view create and track daily workouts. It allows you to be able to log multiple exercises in a workout on a given day. It tracks the name, type, weight, sets, reps, and duration of exercise. If the exercise is a cardio exercise, it tracks the distance traveled.
Technology used HTML,CSS,JQuery,React,Node.js,MongoDB.

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Education & Certifications

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Bootcamp Certificate: **January 2020 – July 2020**
University of Toronto school of continuing studies
A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Firebase, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Cisco IT Essentials Certification   **August 2018**

Junior IT Analyst Program   **May 2018 – August 2018**
NPower Canada │ Toronto
14-week in-class training with hands-on experience including:
- Developed expertise in assembling computer components based on customer requirements.
- Install, configure, and troubleshoot hardware components.
- Install, configure, and troubleshoot: Windows, iOS, Android, and Linux operating systems.
- Networking basics: IPv6, network topologies, installing wireless and SOHO networks Security/forensics.
- Mobile device installation/configuration: Laptops, smartphones, tablets.
- Network services and Cloud Computing.
- Implementing preventive maintenance measures on workstations.
- ServiceNow Foundations Training and customer support.

Customer Service Excellence Certificate   **April 2018**
Ontario Tourism Education Corporation (OTEC)

Masters of Arts in International Relations (partial completion)   **September 2015-April 2017**
United States International University- Africa

Bachelor of Arts Degree in Communication   **January 2009-October 2012**
St. Paul's University, Limuru, Kenya