

DIANA KAGOTHO

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Summary of Qualifications

- 8+ years' customer service experience in a fast-paced financial institution.
- Excellent influencing skills; able to confidently liaise with and secure support from internal and external stakeholders.
- Dynamic and outgoing with excellent communication and interpersonal skills; ability to work with and cross-functional teams at all levels within organization and externally.
- Growth mind set- flexible, discreet and effective problem solver.
- Excellent time management and organizational skills; able to plan, organise and manage work with minimal supervision, able to multi-task, set priorities and meet deadlines under time constraints.

Technical Skills

Operating Systems: *Windows, Android, iOS, Mac OS.*
Applications: *ServiceNow, MS Word, MS Excel, MS PowerPoint, GanttProject, MS Outlook.*
Programing languages: *HTML, CSS, JavaScript, JQuery.*
Tools: *Atlassian Suite, Packet Tracer, Azure DevOps, Visual Studio Code.*
Project Management: *Agile, Waterfall, Scrum and Gantt Charts.*

Education & Certifications

Full Stack Flex boot camp

January 2020 – July 2020

University of Toronto school of continuing studies

- Computer Science applied to JavaScript
- Databases (MySQL, MongoDB)
- Server-Side Development (Node.js, Express, MERN Stack)
- Browser Based Technologies (HTML, CSS, JavaScript, jQuery, Bootstrap)
- Deployment (Heroku, Git)
- React
- Quality Assurance (Writing Tests)

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

Work Experience

Quality Assurance Analyst

April 2020 – Current

1167 Caledonia Rd. #200, North York, ON M6A 2X1

- 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

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- 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 database or external resources to provide accurate solutions.
- Ensure all issues are properly logged.
- Follow & improve department procedures and standards.
- Update and add documentation to support's knowledge base.

Shift Lead, Cash Money

November 2018-January 2019

883 St Clair Ave W, Toronto, ON M6C 1C4

- 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 prepare 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

Golden Mile, 1880 Eglinton Avenue East, Unit 139, ON M1L 2L1

- Assisted with installing, maintaining and updating various hardware/software/systems.
- Provided customer service to over 50 clients per day both internal and external by solving any computer problems they have.
- Assisted with data collection for teams when requested.
- Assisted with organizing and presenting data collected.
- Documented, maintaining, inputting and updating data.
- Assisted with systems tests for over 60 computers.
- Assisted in maintaining inventory.