

DIANA KAGOTHO

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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, Firebase.
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.

PROJECTS

Facebook messenger clone | <https://facebook-messenger-clone-bce12.firebaseio.com> | <https://github.com/dkagotho/facebook-messenger-clone>

Facebook messenger clone app.

Technology used include HTML, CSS, React, Node.js, Firebase, JavaScript, BEM.

Netflix Clone | netflix-clone-e8561.firebaseio.com | <https://github.com/dkagotho/Netflix-clone>

This is a simple Netflix clone that shows the trending movies, top rated movies, action movies, comedy movies, horror movies, romance movies and documentaries. The app also shows some trailers that have been grabbed from youtube. Technology used include HTML, CSS, React, Node.js, Firebase, JavaScript, BEM.

Amazon Clone | <https://clone-b1a9e.firebaseio.com> | <https://github.com/dkagotho/Amazon-clone>

This is a simple Amazon. It has user authentication and users are able to create accounts, log in and add items to cart. Technology used include HTML, CSS, React, Node.js, Firebase, JavaScript, BEM, Firebase authentication, react context API, react router.

Education & Certifications

Coding 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