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| Ife Adeagbo Phone: 07576999605 Email: Adeagboife@yahoo.com |
| I am a passionate, astute, and conscientious Agile Quality Assurance analyst with experiences in traditional and agile methodologies within scrum and Kanban framework. I have experiences in manual functional test execution and skilled in Behavior Driven Development, Acceptance Criteria writing using gherkin format of Given When Then. I am experienced in performing system test, exploratory test, regression test, retest, positive and negative test, end-to-end testing through to system integration test. Manage defect life cycle using Jira and use Jira to raise bugs and store documents. In terms of deploy, I support deployment by performing sanity and smoke tests to ensure deployment has been successful. I communicate at all levels of the organization from developers to Business Analyst and Stakeholders and a good team player and I pride myself as a quick learner. |

# CORE Skills

* Experience of testing the functionality and accessibility of web applications on different testing environments throughout the software development lifecycle.
* Experience of designing Test Cases / Acceptance Criteria/ Reviewing Test Cases by going through the Functional Requirements
* Experience of performing end-to-end testing of the Business flow/User Journey which includes Smoke, Functional, Integration and Regression Testing.
* Expert in tools like Postman, Jira, Jmeter, BrowserStack, Excel spreadsheet, SQL
* Participating in agile methodology Scrum ceremonies which included Backlog grooming, Releases and Sprint Planning, Daily Scrums, Daily Sprints, Sprint Review, and Sprint Retrospective meetings with the required participants for respective meetings.
* Experience of utilizing Jira to manage defect tracking, bug fixes, test scripts, and report defect.
* Participating in regular triage meeting with Business Analysts and Developers to clarify requirements and defects progress status.

# Experience

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| July 2017 – till dateQuality Assurance Analyst pets at home **Methodology :** *Agile Scrum*  **Test Stack :** Jira, Gherkin, BAU, fixes, re-fixes, Regression Test, Retest, System Testing. Contributing to develop and establish quality assurance measures and testing standards for new applications, products, and/or enhancements to existing applications throughout their development/product lifecycles.Communicating effectively with the developers, scrum masters, business analyst and stakeholders.Analysing documentation, user stories and technical specifications of applications under test.Raising queries and interrogate intended functionality where documentation is open to interpretation.Preparation of concise documentation in the form of test result and acceptance criteria; create and execute test plans and scripts that will determine optimal application performance according to specifications.Ensure testing activities allow applications to meet business requirements and systems goals, fulfill end-user requirements, and identify existing or potential issuesCommunicate with assigned end users to resolve acceptance and requirements issues.Collaborate with software/systems personnel in application testing, such as system, regression and acceptance testing methods.Communicate test progress, test results, and other relevant information to project stakeholders and management.Testing any new software to ensure integration into company systems meets functional requirements, system compliance, and technical specifications.Analyse formal test results in order to discover and report any defects, bugs, errors, configuration issues, and interoperability flaws.Creation and maintenance of user manuals/guidance notes.Demonstration of system functionality and guidance to end users.Assist with support queries from end users.Aug 2015 – June 2017Test Analyst British Gas, Staines  * Developed requirement traceability matrix RTM to map business and functional requirements with acceptance criteria and defects * Created Regression Test Pack, Executing Acceptance Criteria against Application Under Test and Reporting Defects. * Discussed all the tickets listed in the product backlog with the 3 Amigos * Contributed to Test Strategy for each ticket. * Participated in Sprint estimations, Sprint planning and Sprint retrospective * Data Driven Testing with valid and invalid inputs, and Database Testing (Checking Data Integrity, Data Manipulations). * Validated the target data with reference to the requirement specification documents * Tested application using BrowserStack in enabling cross browser testing, cross platform testing and cross operating system testing for compatibility * Executed SQL Queries to check the data table updates after test execution * Understood and Analysed Test Requirements with the business analysts. * Worked closely with development and business teams in testing the software for all phases of the software development cycle from early testing through to final release. * Highlighted the issues that might impact schedules to the Scrum master * Tracked defects, reviewed, analysed and compared using Jira * Derived Test Scenarios, Documented Test Cases and Collecting Test Data for Functional Testing. |
| Sept 2010 – July 2015Customer Service Advisor British Gas, Staines  * Created outstanding customer confidence in the aftersales service offered by British Gas Group by ensuring a professional performance and exceptional commitment to customer care. * Facilitated the efficient operation of the Service department through the use of all available Aftersales departmental resources to maximise customer experience and profitability throughout all transactions. * Ensured there is growth and development of the business through providing core, value added and incremental aftersales products whilst upholding full Duty of Care to our customer’s vehicles at all times. * Took high volumes of calls from our customers, being the first point of contact for all queries * Handled all queries which range from simple queries such as address changes, to the more complex which could include international funds transfers, etc * Ensured that the customer is first in all interaction * Worked within the banks risk appetite, making sure that all authentication procedures are followed * Proactively worked as part of a team in an open plan working environment * Utilised multiple different computer systems simultaneously * Answered all incoming calls in an efficient and professional manner * Responded to all incoming general emails in an efficient and professional manner * Ensured that all compliance policies are adhered to including; anti-money laundering, clear desk and ID and verification * General administration duties * All tasks carried out in line with our service level agreements   **Professional Qualification**  **ISTQB Foundation Certificate in Software Testing**  **Interest/Hobbies** – Football, Networking, Travelling  **Reference available on request** |