Nwakaego Gift Eze

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SUMMARY

A highly motivated, productive Technical analyst with hands-on approach and technological mindset for troubleshooting and resolving complex technical problems currently training as a Full Stack developer.

SKILLS

- Operating Systems and Server management: Linux, Microsoft Windows desktop, Azure, Amazon Web Services, Heroku
- Skilled in the programming languages: HTML/CSS, Normalize.css, Bootstrap, JavaScript, jQuery, ReactJS, JSON, Node, C#, Java
- Competent in Git and GitHub
- Functional, regression, sanity and smoke testing
- Remarkable experience in coding scripts and in outlining data-driven automation framework
- Steep knowledge of test case management tools, software testing methodologies, programming, automated functional regression code and stress testing tools
- Extensive knowledge of Testing Java applications, application development and quality assurance procedures
- Solid understanding of internet technologies and basic SQL queries as well as GUI design standards
- Working knowledge of Databases: MongoDB, SQL.
- Strong initiative to independently develop test automation
- Familiarity with Test Maturity Model, CMMI and IEEE Standard, defect tracking software, Linux and designing test suites

Core Competencies

- Excellent communication (verbal and written), customer service and interpersonal skills
- Outstanding analytical, problem solving and troubleshooting skills
- Ability to work with teams and independently to assist clients
- Ability to multitask and prioritize effectively
- Creative thinking

PROFESSIONAL EXPERIENCE

Accenture   **December 2019 – Present**
Business and Integration Technology Senior Analyst

- Performs system test for various applications such as CRM (Dynamics 365), ERP, web applications and Mainframe applications
- Leads all test related and deliver efforts for insurance applications at the government of Canada client
- Utilises VSTS (Visual Studio Team Service) and other tools in-hand to produce daily test reports and metrics to inform test manager of progress made
- Design and develop automation scripts when needed using Selenium
- Formulate automated test engine, strategy and automated test suites
- Delegated to handle testing of web-based applications and outline test strategy, cases and scripts.
- Handles approval process and test estimation
- Coordinate software defect tracking and regression updates to stakeholders and managed documentation
- Maintains automated test and continuous improvement in meeting client needs and handled design reviews
- Evaluate automation test status reports and formulated tools and scripts
- Conduct load testing

Accenture   **March 2017 – Dec 2019**
Business and Integration Architect Technology Analyst

- Applied the knowledge of software development cycle methodology and communicating effectively with business clients and development team
- Analyzed business requirement documents to create high level business scenarios, test plan and test data for use
- Performed Front-end testing of website and mainframe applications for different projects and teams for various Government of Canada clients using Team Foundation Server and HP Quality center
- During testing created QA reports and filed bug tickets based on the outcome of QA test cycles
- Provided support during the User Acceptance Testing phase for the business clients
- Handled formulation of reusable scripts and evaluated testing needs and automated scripts
- Constantly queried the databases to find test data that could be used while creating test scenarios
- Coached automation test engineers and certified quality of applications
- Managed repository of automated quality assets and extended consultation of complex projects
- Formulated product defect, status and test reports
- Assisted with the onboarding of new team members
- Coordinated with department employees
- Ensured prompt customer service.

David's Bridal Ottawa   **July 2015 – February 2017**
Associate (Part-time)

- Provide excellent customer relations and support by listening to customers needs and educate them on the various choices available as well as resolving their issues.
- Demonstrate quality customer/client service.
- Maximize sales and customer satisfaction by providing superior service and ensuring that their needs are met.
- Demonstrate good organization and time management skills in the course of appointments with clients.

EF University Preparation, Cambridge, UK   **January – March (2012)**
Work Placement as an Assistant to IT Manager

- Provided support and assistance with network upgrades, troubleshooting and technical resolution to staff as at when needed.
- Designed and implemented student surveys on course satisfaction for the institution.
- Ensured that all computers and IT equipment were in good working condition at all times.
- Performed Health Check on each Desktops and Laptops before the deployment process.
- Created new users accounts for new user using the easy tech setup services.
- Maintained and monitored technical support issues for staff.
- Performed research and inquiry on latest business technologies services needed.
- Designed and maintained web-based applications built on various web technologies such as HTML, JavaScript.
- Made professional and effective inquiries by phone and email to different companies about various IT facilities needed for the smooth running of EF Institution to determine the best choice of equipment to meet the requirement of the school.
- Customized and evaluated the webpage of EF University Preparation, Cambridge during work placement in order to ensure ease of accessibility for students and other users.

OTHER EXPERIENCE

University of Sunderland, UK   **Sep 2012 – December 2013**
Student Representative for MSC Computing

- Reported student queries and concerns to appropriate division/department or the faculty board, as appropriate

- Participated and represented classmates in various academic board meetings and student forum meetings
- Disseminated information and feedback about relevant discussions at the various faculty board meetings to fellow students
- Negotiated in meetings with heads of departments on students' requests in order to effectively ensure students' input are considered for effective running of the school.

WORK PROJECTS

- Led the testing efforts for a critical client application for the assisted housing projects that involved working with web-based application (as the front end for the end user) as well as the Mainframe application (as the back-end for the client)
- Liaised with the client and the development team to design and create the test plan and test data required for the testing efforts while understanding the client requirement while mastering the different applications at the given time
- Acted as the interim team lead for the onshore operations test team with responsibilities such as allocating resources to various projects as they come in, estimating timelines during project life cycle and monitoring project reports from team to pass on to the leadership for project tracking
- Liaised with offshore resources to perform analytics testing of cloud-based application CRM(D365) to ensure that the specific data needed by the client for their customized data analysis worked as expected
- Designed and implemented testing following the software life cycle for the NHS project for the government of Canada client
- Worked on over 30 different client-facing projects from start to finish independently and ensured client satisfaction for each of these projects
- Carried out successful knowledge transfers for new team members on various applications to ensure a good understanding of these applications and how they work

SCHOOL PROJECTS

- Designed and implemented BGP as a routing protocol in a wide area network for my client to test the best way to secure routes in a BGP network.
- Installation and configuration of Microsoft Operating system, specifically Windows 7 as part of requirement for completion of MSC course work.
- Designed and developed a Local Area Network (LAN) and a Wide Area Network (WAN) between metropolitan cities in the networking laboratory as part of the requirement for completion of MSC degree.
- Configured and installed cisco switches, routers and wireless AP's as well as Local Area Network (LAN) Implementation.
- Designed and programmed an application using C# and Java to record a boat race competition during an assessment to complete a course in web development.
- Created a database using MySQL and programmed in PHP to develop a website for the sale of different musical instruments in order to demonstrate the processes and techniques used to implement an effective web system.
- Performed database upgrades on database system created.
- Assembled and overhauled computer systems in a course assessment to show knowledge of computer systems and gain an understanding of how complex systems are created.
- Delivered presentations during course seminars to over 80 students in the Human Anatomy department as part of the requirement for the completion of BSC in Anatomy.
- Maintained and offered network support and executed first and second level troubleshooting during my lab work as part of the requirements for completion of MSC program.
- Researched and collected data on the various security routing protocols introduced in past years so as to determine and propose the best efficient technique for network specialists.

EDUCATION/QUALIFICATION

2021**, Certificate (Full Stack Web Developer BootCamp)** Carleton University, Ottawa
2016**, MEng (Engineering Management)** University of Ottawa
2013, **M.Sc (Computing)** University of Sunderland, UK.
2012, **Pre-masters Diploma (Information Technology)** EF University Preparation, Cambridge, UK.
2009, **B.Sc (Human Anatomy)** University of Port-Harcourt, Nigeria.

PRESENTATION:

Thesis Title: The Deployment of Cryptographic Approaches (E.G. RPKI) in Securing BGP Routes. December 2013.

TRAINING AND CERTIFICATIONS

Cisco Certified Network Associate (**CCNA**)   2016
Microsoft Azure Fundamentals (**AZ-900**)   2020