# ISMAEL NGOIE

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Recent computer science graduate with mobile application experience, supporting teams in app development. In-depth involvement in creating and executing test plans and test cases on customer-facing web and mobile apps. Recognized for working with various groups to test and deliver new features and create comprehensive test cases and scenarios, ensuring proper and thorough documentation for test plans.

## EDUCATION

**Bachelor of Science in Computer Science**                                                     **May 2020**
University of Utah                                                                        **Salt Lake City, UT**

**Associate of Science in Computer Science and Information System**                  **Salt Lake City, UT**
Salt Lake Community College

## COMPETENCIES

Quality Assurance Testing (QA) | Test Automation Scripting | Test Automation Development | SDLC | Agile | IT Project Coordination | iOS App Development | Apple App Store & Google Play | Web Development
test cases and scenarios, ensuring proper and thorough documentation for test plans.

## TECHNICAL COMPETENCIES

GitHub | Trello | Jira | JavaScript | HTML/CSS | Bootstrap | PHP | C# | C++ | Java | MySQL | Visual Studio Linux | Unix Terminal | WinSCP | Oracle | .Net Framework | VB .net | Selenide

## EXPERIENCE

**Wotzel**                                                                                **2018 – Present**
**Software Developer | Founder**                                                          **Salt Lake City, UT**
Lead ongoing production app testing, regression testing, and implement bug fixes.
**App Validating & Testing**
- 100% authentication achieved by creating an API allowing users to securely order online and enhanced the website's security through an SSL certification.
- 90% lift in efficiency and effectiveness of testing attained by implementing processes and software to enable quick and effective testing and results tracking.
- 55% reduction testing in bugs found by formulating a comprehensive testing strategy for a mobile application release, considering business needs, requirements., and design intents to efficiently define the testing plans.
  **Business Acumen | User & Customer Experience**
- $150,000 annual revenue earned by developing and designing a website and scalable web application supporting user traffic above 2,000 users per month.; led to the recent acquisition of activeathleisure.com.
- 40% market growth reached by developing business and marketing plans utilizing Google Shopping Ads, Facebook Ads, Amazon Ads, and connected with influencers and clients to expand business; exceed ROI within six months.
- 20% increase in customer satisfaction found by responding to app reviews and analyzing feedback to improve the app continuously; perform competitor analysis and identify opportunities to make the app world-class.

**University of Utah IT Department**                                                       **2019 – 2020**
**Software QA Engineer Intern**                                                           **Salt Lake City, UT**
Responsible for the most critical IT resources, including the campus network, the campus information service (CIS) portal, UMail, telephone, online collaboration services, software licensing, and more. Wrote test plans, developed test scripts, troubleshoot, and created, maintained, and ran automated tests. Followed up on releases by identifying areas for improvement based on discovered post-release issues.
- 10% rise in identifying performance-related issues found by internally consolidating and sharing testing recaps to convert to bugs, issues, and fixes for the development team to finalize.
- 10% performance enhancement achieved by serving as the test lead/alpha tester for app development track and production app to ensure each release's utmost accuracy.
- 5% expansion in discovering uncommon incidents by coordinating testing resources, organizing testing team based on the project team resources available, and communicating the testing need to the team while adhering to tight deadlines in the release schedule.