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SKILLS

• Testing & QA: User Acceptance Testing, Manual Testing, Regression Testing, Functional Testing, Defect Tracking, Bug Reporting, Software Quality Assurance, End-to-End Traceability.

• Tools & Technologies: JIRA, Confluence, Selenium Webdriver, Postman, BrowserStack, Visual Studio, SQL, Power BI, Microsoft Office Suite.

• Communication & Collaboration: Stakeholder Communication, Cross-functional Team Collaboration, Process Documentation.

EXPERIENCE

Software Test Engineer | QV Systems

October 2024 - Present

- Conducted User Acceptance Testing (UAT) and comprehensive manual regression testing to validate new software features and ensure zero defects were introduced into the production environment.
- Developed and executed detailed test cases and strategies for functional and non-functional requirements, ensuring end-to-end traceability from business requirements to test results.
- Maintained and improved Selenium automated test cases written in Ruby, significantly enhancing release efficiency and reducing manual effort.
- Performed API manual testing using Postman to ensure the security, reliability, and proper integration of key systems.
- Managed all aspects of defect tracking and reporting using JIRA, working closely with development teams to ensure timely resolution of critical issues.
- Created detailed QA process documentation for internal knowledge sharing and team training.

Customer Support Specialist | QV Systems

June 2024 - October 2024

- Investigated and meticulously documented over 100 software issues per month, leading to a 15% reduction in recurring incidents.
- Collaborated directly with QA teams to prioritize and escalate critical bugs, contributing to a 10% increase in customer satisfaction scores.
- Assisted with pre-deployment testing of minor software fixes, ensuring smooth updates for customers.

Customer Success Analyst | Loro Farms and Tech

January 2023 - June 2024

- Utilized SQL and Power BI to analyze customer data, directly contributing to a 12% increase in customer retention.
- Generated detailed monthly performance reports, which informed strategic decisions and led to a 20% improvement in user satisfaction.

Business Associate | Globacom Ltd

January 2021 – December 2022

- Identified and documented bugs and defects to achieve a 10% increase in customer en a ement metrics.
- Conducted usability testing sessions with business stakeholders, resulting in a 15% enhancement in product compliance scores.
- Supported daily administrative tasks and prepared progress updates for team meetings.

Customer Support Associate | Globacom Ltd

August 2019 - December 2020

- Achieved a 95% resolution rate by resolving technical support cases within SLA timelines.
- Enhanced team efficiency by creating and maintaining documentation for frequent issues to promote knowledge sharing.
- Monitored ticket queues to ensure timely responses and flagged urgent cases to senior support staff.

Bank Teller | Access Bank plc

March 2017 - March 2019

- Processed 500+ daily transactions accurately while adhering to regulatory guidelines.

- Delivered exceptional customer service to build trust and foster positive customer relationships.
- Balanced tills daily and assisted colleagues with end-o -day reconciliation tasks.

EDUCATION

MSc, Business Analytics & Big Data | University of Dundee, 2024

BSc, Integrated Science Education | University of Lagos, 2014

CERTIFICATIONS

ISTQB Foundation Level Certified Tester, 2024