Funmilola Olorode

QA ENGINEER

CONTACT

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TECHNICAL PROFICIENCY

Manual Testing — 95%

Automation (Selenium) — 85%

SQL / Data Analysis — 90%

API Testing (Postman) — 80%

EDUCATION

MSc Business Analytics
University of Dundee, 2024

BSc Integrated Science
University of Lagos, 2014

CERTIFICATIONS

ISTQB Foundation Level Certified Tester (2024)

ISTQB-certified Software Test Engineer with an MSc in Business Analytics. I optimize software quality and identify patterns that enhance end-to-end user experiences.

EXPERIENCE

Software Test Engineer   **2024 - Present**
QV Systems   United Kingdom

- Conduct UAT and manual regression testing to ensure zero defects in production.
- Maintain and improve Selenium automated test cases written in Ruby.
- Perform API manual testing using Postman for system integration reliability.
- Manage defect tracking via JIRA and document QA processes.

Customer Support Specialist   **2024 - 2024**
QV Systems   United Kingdom

- Investigated over 100 software issues per month, leading to a 15% reduction in recurring incidents.
- Collaborated with QA teams to prioritize critical bugs, increasing satisfaction scores by 10%.
- Assisted with pre-deployment testing of minor software fixes.

Customer Success Analyst   **2023 - 2024**
Loro Farms and Tech   Nigeria

- Utilized SQL and Power BI to analyze customer data, increasing retention by 12%.

- Generated performance reports leading to a 20% improvement in user satisfaction.

Business Associate   2021 - 2022
Globacom Ltd   Nigeria

- Identified and documented defects, achieving a 10% increase in engagement.
- Enhanced product compliance by 15% through usability testing.

Bank Teller   2017 - 2019
Access Bank plc   Nigeria

- Processed 500+ daily transactions accurately while adhering to regulatory guidelines.
- Balanced tills daily and assisted with end-of-day reconciliation.