OLUGBEMI, DORCAS OPEYEMI

**s**

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# CAREER OBJECTIVES

Software tester and quality assurance professional committed to ensuring proper functionality and usability of software products before release. I plan test schedules and strategies according to project scope and delivery dates. I monitor and track bug resolutions and review software documentation to verify technical accuracy and completeness to mitigate risks. With experience in manual, API, and basic knowledge in Web UI automation testing, I have knowledge with tools such as  JIRA, Postman, Git and Selenium WebDriver.

I have experience of supporting colleagues and customers in an Enterprise environment within a large organization both onsite and remote locations. In person, by phone and email. Also, able to use my initiative to escalate issues when necessary. I keep up to date with the latest technologies and a quick learner who can absorb new ideas and communicate clearly to attain effective product and services.

# TECHNICAL EXPERIENCE

# Creating test plan

# Creating test cases

# Analytical thinking

# Attention to details

# Good communication skills

# Manual testing, automated testing, black box, white box and regressions

# Bugs tracking & reporting

# JIRA, Github, Postman & MySQL

* Methodologies: End-user support, Basic troubleshooting, and preventive maintenance on Dell/HP computer systems.
* Windows Administration Support: Office 365, ADDS Active Directory Services, windows 10 Support Migration, Windows Server / Virtualization knowledge, Linux/Unix Administration Support
* Operating systems: Windows 7/8/10, MS Windows Server, OS X, iOS, Windows 10, VPN
* CRM Apps: Working knowledge of CRM applications (B2B, B2C) and inventory management system (Business Sensor)
* Documentation: Proficient in use of spreadsheet, MS Office Suite (Word processing, Excel, PowerPoint, Project, Access outlook), Adobe, Google Applications, Project Management tools and methodologies, analytical frameworks and decision support tools.
* Virtual Technologies: Zoom, Microsoft Teams, Google meet ).

# ADDITIONAL CERTIFICATION

API Security Architect

API Designer

Cyber security foundation

Scrum foundation professional certificate Microsoft azure (AZ-900)

# WORK EXPERIENCE

Testify Limited   —Software QA Engineer

January 2022 - PRESENT

* Writing test case documents for conducting manual tests on the web and mobile applications.
* Tested functionality and compatibility of new programs or updates compared to existing applications.
* Tracked, prioritized, and organized defects with JIRA, working with the development team to facilitate timely corrections.
* Performed Functional and Regression tests on modules and full software implementations for more than 6 projects this year.
* Collaborated with 4 QA analysts and developer teams to establish, meet and maintain quality assurance thresholds based on best-practice tools.
* Developed and executed 50 QA test cases, scripts, and procedures for manual and automated software maintenance.

First City Monument Bank (FCMB)

IT Helpdesk/ IT Support

January 2021- July 2022

* + Acts as first point contact for phone calls and emails from staffs regarding IT issues and queries
  + To arrange for external technical support where problems cannot be resolved in- house
  + Installation of software on user systems
  + Granting users access to domain and network access to staffs visiting other branches
  + Installation of Western Union Certificate, downloading and installation of Money gram and escalating to designated units if issues arises.
  + Application support for Microsoft Office 365
  + Troubleshooting and maintenance of computers/configuration of Banking and Non- Banking applications (Toad for Oracle, BVN, Finacle e.t.c
  + Installation of printer drivers on user system, creating user on printer and generating pin for user
  + Unlocking, deleting data offline authentication on Vasco Data Security

Computer Warehouse Group (CWG) plc, Lekki, Lagos State

End-user Support – Trainee

October – December 2020

* + Overview of an Enterprise Environment on Dell, HP commercial desktops, notebooks and servers.
  + Manage user-access, stability of all windows systems and network administration
  + Troubleshooting Printer errors through adding printer by drivers/ IP address for access and grant users connectivity.
  + Provide Basic troubleshooting on Dell, HP and other various Systems.

Customer Personnel Service

Benco Luxury Properties

(Real Estate Company)

September 2018 - October 2019

* + Resolve customer complaints via phone, email or social media as a first line contact in the company
  + Assisted with placement of orders, refunds and exchanges
  + Customers record keeping on keyboard equipment like Microsoft word and Excel

Legal Secretary

Onyemaechi Adigo & Co

(Legal Practititioners And Consultants)

October 2016 - October 2018

* + I receive clients and telephone calls, responds to enquiries on a variety of matters such as the status of pending cases, administrative and court rules, and appeal procedures.
  + Typing and filling legal documents, usually on a keyboard equipment (Microsoft word and Excel) with the knowledge of correct English usage, spelling, punctuation and record keeping.

Teacher On Nysc Program

Methodist Grammar School Bodija, Ibadan.

October 2015 – October 2016

# EDUCATION

# OSUN STATE UNIVERSITY, OSOGBO, OSUN STATE 2011-2015

B.SC BUSINESS ADMINISTRATION

(SECOND CLASS (HONS) UPPER DIVISION )

# SENIOR SECONDARY SCHOOL CERTIFICATE (S.S.C.E)

PAPA COMMUNITY GRAMMAR SCHOOL, IWO, OSUN. 2003-2009

**PRIMARY SCHOOL LEAVING CERTIFICATE.**

VICO-HOPE NURSERY AND PRIMARY SCHOOL, IWO, OSUN 1995-2003S

# INTERESTS

READING AND TRAVELLING

References can be provided on request.