Patience Makiwonwonjan Idoko

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🚩 Nigerian

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👤 Female

Profile

A graduate of mathematics/computer science Education. I am dynamic and I have the potential in me that can be developed to the full, I am interested in an institution that provides a satisfying environment for learning, professional growth and a fulfilling career.

Skills

Excellent knowledge of Agile software methodologies(Scrum-kanban).

Excellent Knowledge about software Testing tools(Jira, Trello, Confluence, TestLodge, TestRail) .

Excellent Bug Reporting and Test case writing skills.

Software testing techniques

CCNA Routing and switching
Design IP address scheme to provide network connectivity for a small to medium size business network
Implement basic network connectivity between devices

Professional Experience

2022/03 – present
Lagos, Nigeria

Software Project Manager/Software Tester
Eminent Technology ↗
- Assigning tasks and responsibilities to team members
- Providing feedback and support to team members
- Serve as liaisons between the development team and the other stakeholders in a software project
- Test products by developing plans based on the client's requirements.
- Testing software products to ensure quality assurance.
- To read all documents and understand what needs to be tested
- Develop test cases and prioritize testing activities
- Execute all test cases and report defects, define severity and priority for each defect
- Carry out regression testing every time when changes are made to the code to fix defects

2021/07 – 2022/02
lagos, Nigeria

Contact Center Agent(Tele Marketer)
Delon Jobs Nigeria
• Assist 100+ customers per day, providing successful solutions in a polite manner using active listening to ensure customer retention

• Maintain strong company product and service knowledge to better assist customers with concerns, questions and general education
Record all customer names and contact information in an orderly fashion by utilizing a spreadsheet and other company software

• Answer calls by utilizing the company's call management system and other software.

• Ensured accuracy of data by keeping track of all customer calls via spreadsheets and company software

2020/02 – 2020/04 Kaduna, Nigeria	**Sales personnel** *Tony Moore Computers* I attend to customer's complaint, take stock inventory of products, deliver accessories and also educate customers on the product.
2019/08 – 2020/03 Plateau, Nigeria	**Training Manager, Forswitch Networking Academy** • Ensured students use equipment and facilities responsibly and Courteously • Provide expertise and knowledge that support the college curriculum and programs. • Teach students using a variety of effective methodologies. • Provide engagement and support activities that encourage student learning. • Evaluate students to measure their progress towards achievement of stated objective. • Demonstrate Competence and interest in the use of technology in the class and willingness to explore new instructional methodologies • Organize ICT training for kids during summer

Interests

• Software Testing

• Website development

• Automation Testing

• Brainstorming

• Data science

Education

2021/07 – present Online	**Udemy Business.com** • Software Testing master class by Ozan Iihan • The complete 2021 software testing Bootcamp by T Roshdy, Nezam Academy • Complete python Developer in 2022 by Andrei Neagoie • Mobile Testing Master class(2022) by Ozan Iihan • Master Google sheets by Justin Mares
2019 – 2020 Plateau state, Nigeria	**National Youth Service Corps(NYSC)** *Discharge Certificate*
2012 – 2017 Benue State, Nigeria	**University of Agriculture Makurdi** *B.ED Mathematics/Computer Science (Second Class Upper Division)* **Project**: Impact of peer pressure on Academic performance of undergraduate students in Mathematics/computer science in Makurdi Local government Area of Benue State

Certificates

• Software Testing(Udemy Business)

• CISCO IT Essentials

• CISCO Introduction to Computer Networks

• Project Management

• Customer Services Relationship Management

• Human Resource Management