

Patience Makiwonwonjan Idoko

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☎️ 07038196811, 07055381308 📞 live:.cid.2da38d7fa8f45172 📅 23/07/1993 🇳🇬 Nigerian 👤 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.

Good knowledge about writing SQL queries

Software testing techniques

Representation of data using charts and graphs on the spreadsheet, use of data tools like sorting, subtotalling, and filtering on the spreadsheet, Automation with python and selenium, Data science with python, Data Visualization

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

03/2022 – 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

07/2021 – 02/2022
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

02/2020 – 04/2020
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.

08/2019 – 03/2020
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
- Andriod development
- Brainstorming
- Data science

Education

07/2021 – present
Online

Udemy Business.com

- Software Testing master class by Ozan lihan
- 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 lihan
- 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