

# Patience Makiwonwonjan Idoko

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## Profile

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A graduate of mathematics/computer science Education. I am interested in an organisation that provides a satisfying environment for professional growth and a fulfilling career. To work with existing staff and facilities contributing the best of my ability so as to improve organisational objectives and achieve managerial goals.

## Skills

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- Flexibility regarding work hours.
- Effective in time management and ability to priorities.
- Excellent communication skill.
- High level of personal and professional integrity.
- Attention to details and high level of accuracy
- Ability to learn quickly and to think positively outside the box.

## Languages

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- English and Hausa

## Professional Experience

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10/2021 – present  
Ikeja, 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

08/2021 – present

### **Freelance Software Tester, UTest.com**

Main Activities and Responsibilities: Exploratory Testing on multiple mobile and web projects. Test case creation and execution, regression testing, UI/UX testing, Cross-Browser testing

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.

2019 – 2020  
Plateau State, Nigeria

### **Secondary School Teacher, Nobles' Model International School**

I taught mathematics and computer science and I also prepared effective lesson notes weekly and was responsible for the examination of students.

10/2018 – 01/2019  
Abuja, Nigeria

**Customer Care, Nnamdi Azikiwe International Airport**

Responding to customer's complaints and  
Assisting customers with itinerary changes, flight Reservations, and questions  
about customer programs.  
I also ensured that customers are satisfied with products and Services.

## Interests

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- Software Testing
- Website development
- Andriod development
- Brainstorming
- Forex Trading

## Education

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07/2021 – present  
Online

**Quality Assurance Software Engineer, Udemy Business.com**

- \* Software Testing master class
- \* The complete 2021 software testing Bootcamp

2019 – 2020  
Plateau state, Nigeria

**National Youth Service Corps(NYSC), Discharge Certificate**

2017 – 2018  
Lagos, Nigeria

**Air ticketing and reservation/Tourism, Universal School of Aviation**

2012 – 2017  
Benue State, Nigeria

**B.ED Mathematics/Computer Science (Second Class Upper Division),  
University of Agriculture Makurdi**

## Certificates

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- Software Testing(Udemy Business)
- CISCO IT Essentials
- CISCO Introduction to Computer Networks
- Project Management
- Customer Services Relationship Management
- Human Resource Management