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| University Degree Ba English and historyma Postcolonial studies | Academy Stream BA-Test |

## Summary

Wendy is an individual who prides herself on maintaining a professional demeanour, an easy-going personality and the drive and passion to be successful. For this consultant, success is measured by the continuous acquisition of knowledge, the improvement of quality of life and the privilege of giving back and helping others to achieve their success. Consequently, these objectives have helped to shape her attitude to persevere when faced with challenges at work. Wendy is a strong believer in the principles of hard work and commitment to produce great quality work, be it individually or as part of a team. Within a team, she infuses this belief among her peers, by encouraging, motivating and helping others towards the successful completion of projects. Wendy’s positive attitude, captivating smile, warm and welcoming personality means she is easy to work with, a winning formula combined with her ability to effectively communicate her ideas**.**

## Academy Experience

#### Business Skills

Description: *A continuous development that explores the world of business and projects therein. A focus on understanding their role within organisations and communicating effectively with the people around them.*

Skills: Effective communication, networking, negotiation, project life-cycles, development life-cycles, time and task management, stakeholder analysis/management, memory techniques, network diagrams, WBS and dependencies, presentation skills.

#### Software Testing

Description: *Testing is instilled through the acquisition of the ISTQB certification in Software Testing, used as a base, Spartans are pushed to become diverse testers with a wide breadth of competencies across traditional and modern projects in real world scenarios.*

Skills: Developing and managing test cases and strategies, test design, structured web / mobile / API / exploratory /session / risk / functional /usability /performance / system / system Integration / User Acceptance based testing, black box/white box techniques, JMeter, defect management, root cause analysis, Jira & Confluence.

#### Business Analysis

Description: *A perfect accompaniment to Software Testing, the BCS Certification in Business Analysis develops Spartans to support business decisions and apply their knowledge across strategy, processes and system analysis using a myriad of techniques.*

Skills: Requirement elicitation and documentation, modelling business processes, business and financial cases, facilitating workshops, risk identification, investigation techniques, reporting, competitor analysis, market analysis, data collection, forecasting and planning, operational efficiency.

#### Agile

Description: *Not only do they know traditional methodology, but Spartans embed the mind-set, ceremonies, and continuous integration of Agile into their work ethic. This creates a highly knowledgeable and skilled consultant, able to move fluidly throughout a projects lifespan in many different organisational compositions.*

Skills: Scrum, user stories, personas, acceptance criteria, backlog and estimation, retrospectives, stand-ups, Kanban, agile tooling, continuous delivery.

#### Project Management

Description: *The discipline of management helps Spartans to understand the complexity that exists while planning, executing and controlling projects.*

Skills: Continued Business Justification, managing by stages, focus on products, quality, managing by exception, developing business cases, understanding and analysing stakeholder and risk.

## Academy Projects

#### Name of Project: sql PROJECT

#### Description:

#### Using the Northwind database, the first part of the project required for this consultant to demonstrate their ability to utilise the SELECT statement with its related clauses, to query the database through a variety of exercises including aggregate functions and group by clauses. The second part of the project, required the use of Data Definition Language (DDL) and Data Manipulation Language (DML) statements to design and build a relational database for an Academy database with seven tables, using CREATE and DROP statements to define data structures, as well as the INSERT statement to populate the tables. Overall, using a combination of keywords and functions such as LIKE, wildcards, aliases, concatenation and joins this project was a practical way for Wendy to demonstrate, practice and be assessed on her knowledge of SQL.

#### Name of Project: agile PROJECT

#### Description:

#### Wendy gained an understanding of the importance of the Agile Framework, as an iterative approach to software development, as well as a general approach in project management through a collaborative group project, spread across a duration of 2 days. The first day of the project was a theoretical introduction to the framework and helped Wendy to understand the benefits of Agile in comparison to the traditional Waterfall framework, through an exploration of the Agile Manifesto, principles and values.  Focussing on the Scrum flavour of Agile, this consultant explored the various roles, ceremonies and artefacts used in the implementation of the Scrum methodology. The second day of the project required a transfer of the theoretical knowledge into a practical exercise to further enhance understanding. Working as a team in a Scrum simulation activity, the group were tasked to develop a product according to the requirements of a product owner. Following the initial task of translating these requirements into User Stories, as well as deciding on the Definition of Done, the activity throughout a series of iterations, utilised Scrum ceremonies such as Planning and artefacts such as the Project Backlog, Sprint Backlog and Burn Down Chart to organise the product development process. Moreover, using Retrospectives and Sprint Reviews, the team reflected on the values of team collaboration, continuous learning, as well as a customer oriented approach, as vital principles of the Agile framework. Overall, the team successfully created a product that met the product owner’s requirements and expectations.

## Employment History

#### 01/09/2015 - present

#### rONNAJOSH COMPANY LIMITED

#### Franchise Owner/Operations Manager

#### *A part owner in a Commercial Cleaning Business, Wendy ensures business operations are run efficiently, effectively and meet the requirements and expectations of the company’s clients. These include, the recruitment and training of staff, making sure staff are well equipped with the materials and products needed to cater to each individual client, as well as the management of client complaints as and when necessary. Wendy’s success in this position requires an acknowledgment of the needs of the company’s diverse clientele, to ensure they are kept happy and satisfied; the ability to delegate tasks and lead the company’s employees; as well as the ability to communicate effectively on different levels with all types of people.*

#### 24/09/2015 – 07/04/2018

#### waitrose

#### supervisor

*Wendy’s role as a supervisor helped to develop her interpersonal skills, through interaction with customers, handling complaints and providing assistance, as well as close communication and partnership with managers, team leaders, and colleagues to ensure the smooth and organised operation of store activities. Moreover, more than just a supermarket, the layout of the store, included a Wine Bar, Café, Juice Bar and various service counters, therefore, the role required a flexible and can-do attitude to work at a pace on multiple tasks and in different sections.*

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#### 01/10/2014– 01/04/2015

#### selfridges

#### order picker

*Picked customer online orders from the shop floor, processed and packed them for dispatch. The job involved handling high value products with care and packing in a neat presentable way to uphold the standards of the company. The role enhanced Wendy’s ability to work in a disciplined manner, as part of a team, and to ensure daily targets were achieved.*

#### 01/11/2011– 10/09/2012

#### Expd8 Field Marketing Agency

#### retail sales Merchandiser

*Wendy had the responsibility of increasing sales of the products of the Agency’s clients. As a result, Wendy was required to visit various stores where products were sold, to display products and offers, change ranges and to manage stock accordingly. This role was primarily about working independently and in an organised fashion to make sure daily targets were achieved. As her first employment role, it was effective in helping Wendy to develop interpersonal skills, to boost her confidence and ability to adapt to different environments.*

## Education

#### 01/09/2015 – 01/09/2017

#### School of oriental and african studies (soas)

#### ma postcolonial studies

###### Modules:

###### 1st Year: Postcolonial Theory and Practice, Gendering Migration and Diasporas, Transnational Communities and Diasporic Media: Networking, Connectivity, Identity

###### 2nd Year: African and Asian Diasporas in the Modern World, African and Asian Cultures in Britain

###### Final Project: “Traveller’s Unity: The role of Ghanaian Associations in shaping migrant communities in the United Kingdom” - This project was a call to broaden the field of Postcolonial Studies, beyond literature and theory, by capturing and documenting everyday practices of postcolonialism. The study, constructed through interviews and communication with participants, was an exploration of the Ghanaian migrant diaspora living in the United Kingdom and the community networks and structures they construct, to create a sense of being in the UK and sense belonging in the wider diaspora.

#### 01/09/2012 – 01/07/2015

#### keele university

#### ba english and history

###### Modules:

###### 1st Year: The Unreliable Truth: Studies in Twentieth-Century English and American Literatures; Reading Literature; Becoming a Critic; Telling Tales: An Introduction to Narrative Fiction; Playing Parts: Studying Drama and Poetry; History, Media, Memory: The Presentation of the Past in Contemporary Culture; Modern History; Historical Research and Writing.

###### 2nd Year: Victorian Performances; Post-War British Fiction and Poetry; Gender and the Cinematic Gaze; Sources and Debates; Race and the Body in Colonial Africa; Work Experience for Historians; Making the news; Spanish

3rd Year: Postmodernism: Fiction, Film and Theory; Postcolonial and World Literature in English; Suffrage Stories: Life stories; Suffrage Stories: Representation; After Hitler: West Germany and the Transition to Democracy I; After Hitler: West Germany and the Transition to Democracy II

Final Project: “The Aftermath of Colonialism in *The Beautyful Ones Are Not Yet Born* and *Half of a Yellow Sun*” – This project combined both historical context and literary analysis together to form a comprehensive study of the aftermath of Colonialism in Ghana and Nigeria, following the occasion of independence, as represented in the novels *The Beautyful Ones Are Not Yet Born* by Ayi Kwei Armah and *Half of a Yellow Sun* by Chimamanda Ngozi Adichie (respectively).

## Certifications

#### foundation certificate in business analysis / BCS

###### Modules:

* **Strategy Analysis** – Development, External Analysis, Internal Analysis, SWOT Analysis, Executing Strategy.
* **The Business Analysis Process Model** – Problem solving, Objectives, Procedure by Stage, Techniques.
* **Investigation Techniques** – Interviews, Observation, Workshops, Scenarios, Prototyping, Quantitative Approaches, Documenting the Current Situation.
* **Stakeholder Analysis and Management** – Identification, Management, Perspectives, Activity Models.
* **Modelling Business Processes** – Organisational Context, Value Propositions, Process Models, Analysing As-Is, Improving Business.
* **Defining the solution** – Gap Analysis, Intro to Business Architecture, Architecture Techniques.
* **Making a business and financial case** – The BC in Project Lifecycles, Identify Options, Assessing Feasibility, Structure, Investment Appraisals.
* **Establishing the Requirements** – Requirements Engineering, Requirements Elicitation, Analysis, Validation.
* **Documenting and Managing Requirements** – Requirement Docs/Catalogue, Requirement Management
* **Modelling Requirements** – Modelling System Functions, Modelling System Data, ERD, Class Models.
* **Delivering the Requirements** – Solutions, Context, Lifecycles.
* **Delivering the Business Solution** – BAs in the change lifecycle, Design Stage, Implementation Stage, Realisation Stage.

#### Foundation certificate in software testing/ isTQB

###### Modules:

* **Fundamentals of Software Testing** – Testing Principles, Fundamental Test Process, Psychology of Testing.
* **Testing throughout the Software Lifecycle** – Software Development Models, Test Levels, Types, Maintenance.
* **Static Techniques** – Review Process, Analysis Tools,
* **Test Design Techniques** – Test Development Process, techniques, Black Box Testing, White Box Testing.
* **Test Management** – Organisation, Planning and Estimation, Monitoring and Control, Configuration Management.
* **Tool Support for Testing** – Types, Effective Use, Tools Within Organisations.

## Hobbies/extra Curricular activities

Wendy is an active churchgoer, an integral part of the choir and enjoys the following activities:

* Singing
* Listening to sermons
* Listening to music

## Volunteer Work

#### 01/06/2013 – 01/09/2013

#### Personal Assistant

Wendy, as a proactive individual, volunteered as a Personal Assistant to her Pastor, helping him manage his daily activities. This included reading and recording his published books in a professional studio to be made into an audio book; proof reading his work; writing letters for him and distributing them as well as helping him to develop and pick out the layout and content for his website.

#### 01/02/2014 – 01/06/2014

#### Stoke-on-Trent Archives

Wendy offered her assistance on the Spode Cataloguing Project, which contained archive material about the Spode Potteries Factory in Stoke-on-Trent over its 250-year history. Her job was to list un-catalogued material and transfer pre-existing lists onto the online archive cataloguing database, *Gateway to the Past*, which would

then be available to the public. This gave Wendy the opportunity to sharpen her attention to detail, analytical and writing skills by sorting through files and interpreting them to be understood by the public.

* Youth and Children’s service leader at church
* Leader of Praise and Worship at University Fellowship society
* Member of African Caribbean Society Committee at University
* Corporal in the Army Cadet Force: 2009 – 2011
* Southwark Special recognition award for outstanding GCSE results
* Member of the Southwark Youth Theatre: April – July 2007