CURRICULUM VITAE

PERSONAL DETAILS

NAMES	RICHMOND WACHIRA MWANGI
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PROFESSIONAL SKILLS

- Extensive experience in Software Quality Assurance and Testing methodologies and principles within an Agile, Waterfall and V-Model Testing framework(s).
- Proficient in the Software Development Life Cycle (SDLC) and STLC for Web Based, Desktop and Mobile Applications.
- Experience in creating, establishing and maintaining standards and procedures within a Software Testing department.
- Experience in combining business driven objectives with technology to create viable solutions for customers.
- Experience in strategic forward-planning and operating within deadlines which have financial implications and maintaining and delivering high quality systems to customers.
- Great expertise in the following software testing tools: BMC remedy, App Teleows, Postman, JIRA, and Test link.
- People management: an astute leader prolific in providing guidance to teams, able to build and foster efficiency and productivity, contributing to the success cross-functional teams in the development and execution of strategy and solutions.
- Problem Solving: use my analytical and creative skills to identify challenges, implement solutions while monitoring and evaluating their effectiveness.
- Critical Assessment & Creative Thinking: able to deduce high-profile project needs, uncovering data discrepancies and conducting intelligence surveillance in a comprehensive and efficient manner within standard protocols.
- Savvy Communication & Negotiation skills: a savvy team player, skilled in presentation of data, and maintaining quality service and integrity in client relations management.

PROFFESSIONAL EXPERIENCE

Arifu   **May 2019 – Oct2020**

Quality Assurance Assistant

Challenges:
Managing the Testing Process to ensure that all software meets the design specifications, user requirements and the set standards for the organization.

Responsibilities:

- Leading all aspects of the loading process, loading, editing and modifying the data loaded. Every data loaded within the system was loaded corrected.
- Verifying the accuracy of the data. The Loaded data was confirmed before testing was done to confirm data within the system is accurate.
- Perform tests on the loaded data, before the launch of the app bots testing was conducted to ensure customer satisfaction was prioritized and testing was conducted on various platforms such as WhatsApp, SMS and Telegram for fast verification of the prototypes
- Reporting the project status. For every project, completed or ongoing, reporting was conducted daily to share the progress of the project with the rest of the team.

Quavatel Limited   **May 2017 – May 2019**

Project Manager

Challenges:

Network disruptions that would occur at any time after installation, configuration and maintenance tasks have been completed.

Responsibilities:

- Provide operational support and timely response of phone calls and emails through the triage process. Matters include but not limited to; customer terminal accesses, carrier measurements, peak/pols and compression test and internal/external customer notifications.
- Interface and coordinate troubleshooting efforts with other company and partner facilities to resolve service disruptions.
- Timely identify, update and escalate service issues as needed to determine alternate routing, emergency restoral procedures and resolve of service discrepancies.
- Respond in a timely manner to incoming customer calls / emails with professionalism.
- Perform troubleshooting for all full-time services while consistently following established processes and procedures.
- Assist with the monitoring and execution all maintenance coordination activities, including troubleshooting Platform and IP routing as necessary.
- Work closely with customers to maintain all service level agreements.
- Create and review trouble tickets for all full-time services, RF interference issues or

- circuit events to ensure accurate documentation is maintained and all follow up actions are completed.
- Escalate and report on service issue corrective measures to the Management team.

Jubilee Insurance Company Kenya   **August 2015 – Oct 2015**

IT Intern

Responsibilities:

- LAN and WAN management.
- Regularly updating the computer software for company staff.
- Assist the IT Manager in managing all IT hardware of the organization (installation, set up and maintenance)
- In charge of domain and email registration as was required by the company.
- Worked in the IT Helpdesk where I was offering technical assistance to other staff members.

EDUCATIONAL BACKGROUND

YEAR	INSTITUTION	ACHIEVEMENT
2016-Nov 2019	UNIVERSITY OF JKUAT	BSc. Information Technology
2013- 2015	UNIVERSITY OF JKUAT	Dip. Information Technology (Pass)

HOBBIES AND INTERESTS
- Research and Writing
- Sports

REFEREES

Ja'afar Aden| Key Account Manager | ATC Kenya| jeff3013@gmail.com| +254 725606212

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