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## PROFESSIONAL SUMMARY

Versatile and results-driven Computer Science graduate with hands-on experience across IT Support, Customer Service, Manual Software Testing, and UI/UX Design. Skilled in troubleshooting, usability evaluation, and improving digital experiences through data-driven decisions. Strong communication, adaptability, and problem-solving skills with a passion for creating seamless user and client interactions.

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## CORE SKILLS

- **IT & Technical Support:** Hardware/software troubleshooting, system maintenance, network issue resolution
  - **Software Testing:** Test case design, execution, documentation, and usability evaluation
  - **UI/UX Design:** Wireframing, Figma, user flow mapping, and accessibility awareness
  - **Web Technologies:** HTML, CSS, basic JavaScript, responsive design principles
  - **Programming & Data:** Python, TensorFlow, Scikit-learn, data preprocessing and analysis
  - **Customer Service:** Complaint handling, CRM familiarity, communication, and escalation management
  - **Soft Skills:** Analytical Thinking, Team Collaboration, Organization, Time Management, Adaptability
  - **Learning Focus:** Advanced JavaScript, Cloud Support Tools, and QA Automation
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## EXPERIENCES

### Manual Software Testing Intern | TestarQuarter Scholarship Bootcamp (Remote)

*April 2025 – June 2025*

- Collaborated with a QA and product team to test and document user flows for **Blakskill.com**'s onboarding process.
  - Designed and executed manual test cases and scenarios, identifying bugs and tracking resolutions.
  - Applied usability principles to improve product design and ensure an optimal user experience.
  - Presented project deliverables at the **African Product Quality Engineering Conference (APQEC 2025)**.
  - Gained additional exposure to UI/UX design, wireframing, and user-centered evaluation.
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## **Final Year Project — Diabetes Mellitus Prediction System**

***August 2024***

- Built and tested a **machine learning model** using Python, TensorFlow, and Scikit-learn.
- Handled data preprocessing, model training, and validation to enhance predictive accuracy.
- Authored a detailed technical report showcasing model results and performance metrics.

## **Technical / IT Support — Cyber World Institute**

***September 2022 – September 2023***

- Resolved over 200 weekly technical tickets involving system crashes, network downtime, and database errors.
- Conducted onsite visits to diagnose and repair hardware/software issues for clients.
- Maintained a weekly performance report tracking issue resolution trends and response times.
- Strengthened customer satisfaction through timely and professional support delivery.

## **Customer Service Representative — Chicken Republic**

***November 2020 – July 2022***

- Managed high-volume customer inquiries and resolved payment, refund, and delivery issues efficiently.
- Documented recurring service issues and contributed to process improvements.
- Built trust through active listening, empathy, and clear communication, resulting in high satisfaction ratings.

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## **CERTIFICATIONS**

### **Certificate Of Completion – Manual Software Testing**

TestarsQuarter Scholarship Bootcamp (June 2025)

### **Certificate Of Completion – Python Programming ( Basic and Intermediate)**

Opecstat Academy (February 2025, Credential ID: 67595)

### **IT Support Certificate**

Cisco Networking Academy (*June 2023*)

### **Design Achievement Certificate**

Canva (August 2022)

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**EDUCATION****ABRAHAM ADESANYA POLYTECHNIC IJEBU-IGBO, OGUN STATE.**National Diploma (ND), Computer Science – 2024

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**REFERENCES****Name:** James Olaleye**Office:** Food Concepts Plc, 2 Ilupeju bye pass, Ilupeju Lagos.**Position:** Operations Administrative Manager.**Contact:** 0903419127.**Name:** Abraham Amouzovi**Office:** Food Concept Plc, 2 Ilupeju bye pass, Ilupeju Lagos.**Position:** Creative Director.**Contact:** 08144453562.