

MICHAEL JACKSON NDUESO

Software Quality Assurance Lead | Test Automation Engineer

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PROFESSIONAL SUMMARY

Technology professional with 7 years of experience, including 2+ years leading QA for enterprise government and fintech platforms and 5 years in ITSM, technical support, and infrastructure operations. Built Cypress automation frameworks with fully automated OTP/TOTP flows, performed SQL backend validation, and designed cross-organizational reporting systems. As a Certified Data Protection Officer, identified and remediated multiple production security flaws. Experienced managing enterprise accounts (MTN, NIMC) and recently featured on the Talking About Testing podcast.

CORE COMPETENCIES

- QA and Test Automation: Cypress (UI and API), Playwright, API Testing (Postman, Swagger), Regression, Functional, UAT and Security Testing, SQL Data Validation
- Automation Engineering: Automated OTP retrieval (Mailinator API) and Google Authenticator TOTP generation for fully automated end to end test flows
- Infrastructure and Systems: Server deployment, dual boot macOS/Windows cross browser test environments, IT asset management (2,000+ devices), monitoring (NodePing), OWASP ZAP vulnerability scanning
- Reporting and Process Automation: Advanced Excel/Google Sheets (VLOOKUP, IMPORTRANGE, COUNTIFS), automated executive dashboards, SLA and ticket trend tracking
- Leadership: Team Leadership, Stakeholder Management (MTN, NIMC), Knowledge Management, Root Cause Analysis, Mentorship

TOOLS

Cypress, Playwright, Postman, Swagger, Jira, Freshservice, Apache JMeter, OWASP ZAP, Git, SQL, Google Sheets, Excel, Mailinator API

PROFESSIONAL EXPERIENCE

Team Lead, Quality Assurance

June 2024 to June 2026

Oasis Management Company

- Led a 4 person QA team to 71% total automation coverage across all products (Registry: 74.39% / 285 tests; Private Sector: 90.20% / 51 tests; Public Sector: 53% / 100 tests), significantly increasing deployment confidence.
- Caught a critical payment integration defect during a payment provider migration, where the UI showed a successful transaction while the staging database recorded it as rejected, preventing a production revenue loss incident.
- Built and maintained Cypress UI/API automation suites, engineering fully automated login flows that retrieve OTPs via the Mailinator API and generate Google Authenticator TOTP codes in real time, eliminating manual intervention.
- Identified and drove remediation of multiple security issues, including plaintext password disclosure via email, overexposed API responses, TOTP failures from server time drift, and unpaginated data exposure.
- Designed the Customer Support Live Sheet, an automated tracking system covering 80,000+ ticket records, used jointly with a partner agency to track issue resolution and confirmation status in real time.
- Created a weighted, automated security checklist and QA coverage dashboards using VLOOKUP driven scoring for accurate, reliable reporting.
- Integrated OWASP ZAP vulnerability scanning into QA workflows and led performance testing using Apache JMeter to evaluate application stability under load.
- Set up dual boot macOS on a company Windows laptop to enable cross browser and cross device testing, a practice later adopted by leadership when issuing a Mac to the role.
- Designed the company's Knowledge Management System (Wiki.js), centralizing onboarding, QA processes, and operational documentation.

Head, Service Management

October 2022 to June 2024

ByteWorks Technology Solutions Limited

- Managed enterprise accounts including MTN and NIMC, overseeing daily and weekly reporting, executive reviews, and escalations for a national digital ID infrastructure program.
- Contributed to planning of the High Availability NIN Verification System (HA NVS) hardware deployment at the NIMC Data Centre, coordinating server/VM inventory and go live readiness with the CTO.
- Built automated Google Sheets and Excel executive dashboards (VLOOKUP, IMPORTRANGE, COUNTIFS) replacing manual reporting, still in active use after departure.
- Led a support team of 5 to 6 agents, supervising front end operations and CRM based workflows (Freshservice, Jira), improving job satisfaction by 15% through coaching.

IT Infrastructure Maintenance / ITSM Asset Manager

May 2022 to October 2022

ByteWorks Technology Solutions Limited

- Directed infrastructure support strategy, managing an IT infrastructure budget of 3 million naira and achieving 20% cost savings.
- Maintained full asset inventory for 2,000+ deployed devices nationwide, diagnosed and resolved an OTP delivery failure traced to a depleted SMS gateway wallet, then implemented NodePing monitoring to proactively alert on balance thresholds and prevent recurrence.
- Performed regular backup operations and implemented data protection, disaster recovery, and failover procedures.

Technical Support Team Lead

October 2021 to May 2022

ByteWorks Technology Solutions Limited

- Led the desktop and helpdesk support team, ensuring timely resolution of hardware, software and access issues, and coached junior engineers on troubleshooting and documentation standards.
- Provided remote technical support for enterprise clients across Nigeria, including MTN and NIMC field agents, resolving issues within agreed service levels.

Technical Support Engineer

February 2021 to October 2021

ByteWorks Technology Solutions Limited

- Diagnosed and resolved complex software and hardware issues nationwide.
- Managed multiple concurrent support cases against SLA deadlines, installing, configuring and replacing hardware components as needed.

Computer Hardware Support Trainee

September 2020 to January 2021

GSkills

- Completed hands on training in computer hardware assembly, diagnostics, and repair, alongside foundational web development (HTML/CSS), bridging into the subsequent Technical Support role at ByteWorks.

Tech Support Intern, NYSC

September 2019 to July 2020

ByteWorks Technology Solutions Limited

- Provided first line hardware and software troubleshooting for end users during NYSC service year, resolving issues remotely and onsite.

Student Intern

May 2015 to August 2015

National Information Technology Development Agency (NITDA)

- Assisted with software installations and system setup, and supported visiting external organizations on Windows environment and hardware fundamentals.

CERTIFICATIONS

- Google Cybersecurity Professional Specialisation and Apache JMeter Pro & Intro, BlazeMeter University (2026)
- Certified Data Protection Officer, Data Protection Academy (2025)
- Google IT Automation with Python and Cypress API & UI Automation (2024 to 2025)
- Google IT Support Professional Certificate and Healthcare IT Support (2022)
- Featured Guest, Talking About Testing podcast, discussing Cypress automation, MFA testing, and AI-assisted quality engineering (2026)
- 90+ additional certifications across QA, security, data analytics and IT operations; full list at michaeljndueso.is-a.dev

EDUCATION

- B.Eng, Computer Engineering (Second Class Upper), ISFOP Benin University, Cotonou