

Angelo Holmes

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PROFESSIONAL SUMMARY

Accomplished Software Quality Assurance (QA) Engineer with 10+ years of progressive experience spanning online gaming, PropTech, and enterprise SaaS environments. Skilled in building QA functions from the ground up, mentoring teams, and delivering high-quality software products in Agile frameworks.

Technically proficient with experience in automation frameworks (Cypress.io, Playwright, SpecFlow with BDD), API and integration testing, and backend validation (SQL, Azure, MongoDB). Implemented API automation in production environments using Postman.

Passionate about continuous learning, test automation, and contributing to innovative, tech-forward teams. Adept at identifying and addressing potential quality issues, ensuring deliverables meet functional and design specifications, and driving the technical growth of QA professionals.

KEY ACHIEVEMENTS

- Successfully transitioned from manual QA to automation, building practical experience with modern frameworks like Cypress.io and Playwright.
 - Established comprehensive QA processes for new teams and mentored cross-functional groups into high-performing units.
 - Hands-on experience with globally distributed teams and enterprise-level software systems across gaming, PropTech, and SaaS industries.
 - Implemented standardised STLC processes company-wide, significantly improving testing reliability and achieving 100% on-time project delivery with zero financial losses.
 - Drove technical growth and upskilling initiatives for QA testers, fostering a culture of continuous learning and excellence.
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KEY SKILLS & TOOLS

Testing & QA: Manual & Automation Testing, STLC, SDLC, Test Case Design, Defect Management, Test Planning, Test Strategy, Regression Testing, Ad-hoc Testing, User Acceptance Testing (UAT), Performance Monitoring.

Automation & Scripting: Cypress.io, Playwright, SpecFlow (BDD), Selenium WebDriver, AIQ (Selenium + JavaScript), Appium, ATATA.

API & Backend Testing: Postman, Swagger, Microsoft SQL Server, Azure SQL, MongoDB, Data Validation.

DevOps & CI/CD: Azure DevOps, Pipeline Configuration, Git, App Insights, Infrastructure Validation.

Languages & Frameworks: JavaScript, TypeScript, C#, HTML5, React, Angular, BDD (Behavior-Driven Development).

Tools & Methodologies: Jira, Adaptavist Test Manager, Visual Studio, TFS, Agile, SCRUM, Screaming Frog, Google Analytics Data Studio.

Soft Skills: Abstract Thinking, Problem-Solving, Clear Communication (Written & Verbal), Meticulous Approach, Deadline-Oriented, Leadership, Mentoring, Team Building, Stress Management.

PROFESSIONAL EXPERIENCE

QA Engineer | Fraxion (Spend Management Software)

April 2024 - February 2025 | Cape Town, South Africa

- Led API integration testing, ensuring seamless service communication within the Spend Management platform.
- Developed and executed test cases validating request/response structures, authentication, and data integrity.
- Collaborated with developers and product teams to identify and resolve API-related issues.
- Performed critical manual testing to ensure optimal user experience.



- Improved test coverage and efficiency by refining QA documentation and processes.
Tech: Postman, Azure, Microsoft SQL Server
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QA Engineer III | MRI Software (AI & Machine Learning Division)

December 2021 - October 2023 | Cape Town, South Africa

- Sole QA for an AI-driven Forms Recogniser application, establishing QA processes for a new team.
 - Performed backend and integration tests via SQL, Azure, and Postman; tested deployment pipelines across multiple environments.
 - Built automated scripts using AIQ (Selenium + JavaScript) managed through Git repositories.
 - Supported DevOps tasks including infrastructure validation and CI/CD pipeline testing.
 - Coordinated with globally distributed teams, reporting to US-based AI & Machine Learning leadership.
Tech: Postman, SQL, Azure, AIQ, Selenium, Git
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DigiOutsource

Cape Town, South Africa | August 2010 - July 2019

Software QA Manager (March 2018 - October 2018)

- Reported to the Head of Software Development, leading and executing the Development Quality Assurance portfolio.
- Defined the test strategy and process for every product release, ensuring quality and security compliance.
- Managed QA team recruitment, appraisals, and fostered a feedback culture.
- Developed and maintained quality control systems to enhance efficiency and quality.



- Achieved 100% on-time delivery of business-critical projects with zero financial losses.

QA Analyst (Specialist) (November 2018 - July 2019)

- Designed QA-centric dashboards to align testing with real-world usage patterns.
- Directed Test Analysts and Automation Engineers to meet quality goals.
- Managed Agile projects leveraging Selenium, Appium, and ATATA.

QA Team Lead (October 2016 - February 2018)

- Oversaw QA for 30+ frontend websites, managing a team of 20 QA testers.
- Implemented standardized STLC processes adopted company-wide.
- Mentored multiple team members into senior and leadership roles.

Technical Tester (July 2016 - September 2016)

- Contributed to a project-focused QA approach, ensuring product acceptance criteria.
- Worked within the ATDD framework, defining items using BDD style syntax.

Software Quality Assurance Tester (August 2012 - June 2016)

- Assisted in designing and implementing QA methodologies for in-house custom software.
- Measured and monitored in-house production software systems for optimal 24/7/365 performance.
- Created and managed the Software Support function for prompt bug resolution.

Functional Tester (2010 - 2012)

- Entry into QA through testing for digital gaming systems.
- Executed functional and regression testing, logging defects, and validating fixes.



Tech across roles: Adaptavist Test Manager, Postman, SQL, C#, Agile, SDLC, Selenium WebDriver, Appium, MongoDB, Scrum

Player Host | ForwardSLASH

March 2009 - July 2012 | Cape Town, South Africa

- Managed customer queries via telephone, email, and online chats.
- Hosted VIP players and assisted with marketing promotions.

Customer Loyalty Agent | Merchants – Dimension Data

September 2007 - January 2009 | Cape Town, South Africa

Driver | African Option

January 2007 - April 2007 | Cape Town, South Africa

Teller | Absa Bank

August 2006 - January 2007 | Cape Town, South Africa

Bulk Cash Teller | Standard Bank Bulk Cashing Center

November 2005 - February 2006 | Cape Town, South Africa

Outbound Sales Agent | DirectFin Solutions

February 2005 - August 2005 | Cape Town, South Africa

Inbound Call Center Agent | Telkom

November 2003 - February 2004 | Cape Town, South Africa

EDUCATION & CERTIFICATIONS

- ISTQB Foundation Level Certified (August 2016)



- Marketing Management N5 Certificate – Northlink – Protea Campus (July 2006)
 - National Senior Certificate – Athlone High School (December 2002)
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LANGUAGES

English (Fluent), Afrikaans (Fluent)

