

# Belema Ogan

Quality Advocate | Agile Delivery Coach | Continuous Improvement

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Website  
LinkedIn Profile

## PROFESSIONAL SUMMARY

A dynamic Technical Quality Engineer/Advocate with 8+ years' experience embedding quality at every stage of SDLC. Strong foundation in process improvement, test automation, cross-functional team collaboration and communication. I help teams deliver high-quality software with confidence. Skilled in shift-left testing and Scrum/Kanban coaching, I have a proven track record of mentoring junior QA's and influencing agile culture change. Formerly an AI trainer, I bring a unique lens to testing, ensuring robust data integrity and user-centred quality standards. I thrive in collaborative environments where I can champion agile principles, influence quality strategy and drive continuous improvement.

## EXPERIENCE

Technical QA Tester – Patchwork Health  
Manchester, UK | Mar 2021 – Present

- Supported agile adoption and led Scrum/Kanban ceremonies across multiple teams.
- Enabled BDD and shift-left testing, improving velocity and reducing defects by 25%.
- Drove performance and quality improvement by 30% using Datadog and Plandek agile metrics.
- Successfully boosted team efficiency by 60%, by identifying areas of delivery improvements through Agile metrics (velocity, burndown, lead time, cycle time etc).
- Delivered full test coverage for web & mobile using Cypress, GraphQL, and Postman.
- Reviewed PRs and collaborated on GitHub and VScode
- Mentored team members on test strategy, story refinement, and QA automation.
- Suggested and implemented delivery improvements through retrospectives and workshops
- Observed team dynamics and helped identified and resolved blockers to improve delivery
- Collaborated with stakeholders to ensure smooth workflow which improved team satisfaction and increased sprint goal completion effect.

## KEY ACHIEVEMENTS

- Spearheaded the introduction of Plandek metrics, improving print predictability by 30%
- Provided training and support on Datadog dashboards to help teams solve specific problems, troubleshoot faster and improve performance.
- Coached Engineers on writing unit tests to reduce uncertainty and allow for easy code refactoring and frequent releases.
- Trained junior testers and developers on QA best practices, BDD, and increasing team confidence
- Successfully coached and paired with Engineers and QA's to automate 80% of regression test cases using Cypress, Playwright and Postman to improve quality and efficiency

## KEY SKILLS

- Agile QA Practices:** Shift-left testing, App testing, BDD, Test automation (Cypress, Postman, SQL)
- Agile Coaching:** Scrum, Kanban, Team facilitation, Agile delivery metrics, Feedback loops, story refinement, Acceptance Criteria, Quality coaching, Retrospectives
- Continuous Improvement:** CI/CD (Jenkins, GitHub, Bitrise)
- Communication and collaboration:** Cross-functional Collaboration, Quality Strategy, Stakeholder Engagement
- Tools:** Xray, Confluence, Jira, Vscode, Playwright, Cypress, Browserstack, Slack, Notion, Datadog, Plandek, Postman, Apollo GraphQL

**Agile Test Analyst – MadKollection**  
*Manchester, UK | Sep 2020 – Mar 2021*

- Built test plans for cross-device compatibility using Cypress & BrowserStack.
- Created automated BDD tests for mobile/web platforms.
- Collaborated with developers & PMs to define clear acceptance criteria and ensured user stories are testable.
- Improved bug triaged and resolution time by running smoke/sanity/regression tests in CI pipelines
- Produced and maintained comprehensive test reports
- Communicated blockers, providing weekly demos and testing status
- Create test cases based on user stories and acceptance criteria
- Executed manual, regression, exploratory, and performance tests

**UAT AI Trainer – Hoist Finance**  
*Manchester, UK | Sep 2017 – Aug 2020*

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**REFERENCES**

Available upon request

**LEARNING & DEVELOPMENTS**

- ISTQB Foundation in Software Testing
- Scrum Master & Agile Leadership (Coaching, Facilitation, Impediment Removal, Servant Leadership)
- Agile QA Best Practices – Shift Left, Metrics, Psychological Safety
- Continuous self-learning via QA meetups, online courses, and Agile communities

**EDUCATION**

**The University of Bolton**  
*Bachelor of Laws - LLB*  
July 2017