



CHRISTINE ZIEROLD

PROCESS OPTIMISATION SPECIALIST

CONTACT

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PROFESSIONAL SKILLS

Collaboration
Communication
Cultural Awareness
Empowerment
Leadership
Problem Solving
Public Speaking
Quick learning
Time management
Agile Software Development
Cloud and distributed computing
Migration/Digitalization
Process Optimisation
Project Management
Quality Assurance
Requirements Gathering
Scrum Methods

IT SKILLS

Test Automation (Selenium, Nightwatch.js, Geb & Spock),
Project Task Management (Targetprocess, Jira, Confluence),
Software Delivery Systems (AWS, Jenkins, BitBucket, VCS, Docker),
E-Commerce Systems (Magento),
Software Development (Webstorm, VS Code, Crucible)
Test Management (TestRail, Jira)

ABOUT

Driven to support the most critically vulnerable displaced communities by optimising operational processes for most effective and impactful use of humanitarian-aid resources. Leveraging 10+ years of Agile process optimisation training and experience, gained in a broad range of organisations, developing iterative per-sprint improvements in velocity and error rate reduction for technical development and deployment projects.

SELECTED WORK EXPERIENCE

PROCESS OPTIMISATION SPECIALIST

Contracts | Remote Online | June 2017 - Current

- Developed automated software testing processes (UI, Integration, Regression, & Unit) to improve product quality and delivery timelines of multi-million euro e-commerce project for media consulting agency
- Improved manual testing processes (Usability, Compatibility, Localization, & Security) on e-commerce systems and mobile applications through an online cloud testing platform
- Setup net-new software delivery environments to ensure end-to-end delivery of high-quality software for global FinTech AI agency

PROCESS QUALITY ASSURANCE SPECIALIST

AOE GmbH | Wiesbaden, Germany | February 2015 – May 2017

- Implemented and managed testing processes, user training, and comprehensive Scrum process in multi-year, multi-million euro, & multi-team Digitalisation Project for airports (Omnichannel Multi-Merchant Marketplace OM³)
- Facilitated Scrum ceremonies (e.g. task planning & retrospective meetings), implemented changes to increase the team's productivity, mediated through conflicts, and implemented iterative operational process optimisation
- Managed distributed 'whole-team approach' project to build a REACT application to optimise data administration
- Facilitated regional HR team recruitment of new quality assurance staff, including managing CV review and conducting of interviews, and optimised the onboarding process for new QA team members to lower initiation barriers
- Taught and mentored QA staff through internal redesign project

HEAD OF APPLICATION DEVELOPMENT

ALTOR Group | Heidelberg, Germany | June 2013 – January 2015

- Assembled and trained team of staff to maintain, migrate, and expand internal software (IKAROS)
- Coordinated and optimised full application development processes, including implementing KANBAN approach, to have transparent and efficient development process for high-quality software
- Managed all software development and testing projects alongside additional departmental teams for continuous optimisation of workflows, communications, and output quality throughout the teams



LANGUAGES

German ● ● ● ● ●
English ● ● ● ● ●
French ● ● ● ● ●

PERSONAL PROJECTS

- Red Cross Community-Based Surveillance Project
Quality Assurance & Web Development
<https://cbsrc.org/>

PUBLICATIONS

- Article: "UI Test Automation Frameworks Showdown"
Feb 2018 | "Professional Quality Assurance Ltd. (PQA)"
- Article : "How We As a Team Chose a Testing Framework"
Sep 2017 | "Adventures in QA"

SUPPORTED CAUSES

People Empowering People

#HANDS4Rohingya


Greater Vancouver Food Bank

Learning Lions

SOCIAL

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 @ChrisZie_

 www.linkedin.com/in/ChrisZie

SELECTED VOLUNTEER EXPERIENCE

REFUGEE COMMUNITY ENGAGEMENT VOLUNTEER

Numerous Refugee Communities | Global Locations | Dec 2018 - Current

- Working within refugee camps in Bangladesh, Thailand etc. to ensure efficient aid resource management and improve utility of technical tools
- Improving communication and cooperation between refugee communities and humanitarian organisations by implementing workflows and applications

UNITED NATIONS ONLINE VOLUNTEER

United Nations Volunteers (UNV) | Remote Online | Nov 2018 - Current

- Increasing local community participation with incoming refugees for Austrian-based humanitarian organisation
- Creating and implementing workflows to improve the efficiency of the course delivery system for a Kenyan Learning Centre
- Managing learning platform usability testing of GlobeDrought project for the United Nations University

MENTOR

Canada Learning Code | Vancouver, Canada | Nov 2018 - Feb 2019

- Mentored students in HTML, CSS, and JS to create personalized websites
- Empowered adults, teenagers, and younger children to learn to code and develop their own coding projects

EDUCATION VOLUNTEER

Boys & Girls Club | Vancouver, Canada | Apr 2018 - Jun 2018

- Organised and taught coding and computing workshop for youth
- Developed after-school computing program for younger children

MENTOR & COORDINATOR

Devbox4Kids | Wiesbaden, Germany | Sep 2016 - May 2017

- Organised local programming workshops for pre-teen youth
- Mentored VR-workshop to teach children how to use variables, functions, and loops to develop their own simplified program

EDUCATION VOLUNTEER

The English Bank | Warawewa, Sri Lanka | March 2016

- Improved access to English language education for young adults

SELECTED EDUCATION

AGE, GENDER AND DIVERSITY APPROACH

UNHCR | Feb 2019

BUILDING A BETTER RESPONSE

Humanitarian Academy at Harvard University | Feb 2019

ISTQB CERTIFIED TESTER – EXTENSION, AGILE TESTER

International Software Testing Qualifications Board | June 2016

ISTQB CERTIFIED TESTER – FOUNDATION LEVEL

International Software Testing Qualifications Board | January 2016

IT SPECIALIST(SYSTEM INTEGRATION), VOCATIONAL TRAINING

German Federal Ministry of the Interior | 2005 - 2008