Paul GIULLO
Senior Test Consultant – ISTQB Certified

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CURRICULUM VITAE

Senior Test Manager

Core Skills

Summary

More than 20 years of experience in IT, including:

- 10 years in test management and quality assurance
- 7 years in business analysis (requirements gathering) and business process modelling
- 10 years as an IT programmer analyst

Areas of expertise

Testing / Quality Assurance
- Writing test strategies, test plans
- Preparation of test cases and scenarios
- Execution of non-functional tests, functional tests and UAT
- Management of anomalies/defects and improvement requests
- Production of test reports
- Agile méthodologie

Business Analysis
- Study of the existing situation: Preparation of workshops and user interviews to gather insights.
- Identification of improvement opportunities: Writing of functional specifications with a focus on enhancing UX/UI to improve user engagement and satisfaction.
- Collaboration with UX/UI teams: Ensuring that user experience and interface design are aligned with business objectives and user needs.

Technologies & Tools

- **Development Tools:** Azure DevOps, Team Foundation Server (TFS), Katalon Studio, qTest, HP ALM**.**
- **Project Management Tools:** Jira, Confluence, Zephyr, SAFe Framework.
- **Frameworks and Libraries**: Gherkin/BDD, TOSCA.
- **Testing and QA Methodologies:** Agile, Test-Driven Development (TDD), Risk-Based Testing, Continuous Testing.
- **CRM Systems:** Microsoft Dynamics 365, Salesforce, SAP S4 Hana.
  AI: Prompts ChatGPT

Formations & Certifications

- **ISTQB certified on: Test Manager, Agile Tester, Foundation.**
- Certified Scrum Master I
- Salesforce Intermediate Administrator (Trailhead)
- Self-paced training course: Prince 2, Agile, BPM
- Certifications Tosca
  - Automation Specialist Level 1&2
  - Test Design Specialist Level 1&2
  - Automation Engineer Level 1
  - Automation Specialist for API
- Certifications qTest
- Katalon Studio 2020 for Web and API Test Automation
- Make.com automation

Education

- License / Bachelor in Computer Science University of Lyon.
- DUT Computer Science and Software Engineering IUT of Montpellier

Languages

- French: Mother tongue
- English: Fluent

Professional experience

Client: Groupe-E   (Fribourg)

Consultant Test Analyst

As part of the Dynamics 365 ERP implementation program. Within the Quality Assurance team of 3 people, attached to the Finance and HR area:

- Preparation of test documentation based on user stories: Writing test cases in Azure DevOps.
- Preparation for UAT execution: Preparing documentation to explain the UAT process, defect management, and scheduling team availability for test execution.
- UAT support: Leading pre- and post-test sessions, and defect triage sessions.
- Preparation of test execution reports.

Client: La Mobilière (Nyon)

Quality Assurance Consultant – « Quality Master »

As part of the program to replace the existing ERP with SAP S4 Hana, in conjunction with the Product Managers, Product Owners, Business and the various teams of the client's Agile organization, my role was to implement a strategy of Continuous Testing within the SAFe framework, including the following actions:

- Writing and implementing a comprehensive test strategy based on risk analysis to ensure the quality and stability of the software.
- Utilizing the qTest tool to trace test cases and scenarios.
- Collaborating with IT and business Business Analysts to define Happy path scenarios and Equivalence classes for new features, based on identified risks.
- Reviewing Happy path scenarios with a quality engineer for automation with TOSCA.
- Coordinating the preparation of the test environment for testing phases, in collaboration with System Architects, Product Managers, Developers, Quality Engineers, and Quality Architects.
- Defining test scenarios for the system integration testing phase, with support from Product Owners.
- Defining business test scenarios for the UAT testing phase, with support from the Business and Product Owners.
- Implementing test reports based on Jira to track bug status, and on qTest for the status of test case execution.
- Transferring knowledge to the internal business Test Support team for the execution and monitoring of tests.
- In summary, I was responsible for establishing an effective and comprehensive testing strategy in the context of the transition to SAP S4 Hana, while working closely with stakeholders to ensure the quality and success of the project.

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Client: EMS – Electro Medical Systems (Nyon)

Quality Assurance Consultant – Test Manager

As coordinator of all testing phases for the program to replace an existing ERP with Dynamics 365 ERP & CRM, I developed a testing strategy and a global approach for integration testing, E2E tests and UAT tests..

- Identification of resources available to prepare and execute tests, mainly key-users.
- Development of the testing strategy, and the overall testing approach, based on the existing model and existing business scenarios.
- Planning and monitoring of the stages of preparing test cases based on Business scenarios, and helping key-users to formulate and formalize their needs.
- And control of functional and non-functional test coverage Coordination of test activities with business key users and reporting to stakeholders and project management
- Creation and maintenance of test plans, test scenarios Organization and participation to test campaigns
- Review and analysis of test cases to improve quality, documentation and evaluation of test results
- Timely delivery of different test stages
- Participation in test reporting, defining, maintaining, and communicating the quality indicators, by developing test reports Advice on good testing practices to project managers and the project team

Client: Assura – (Lausanne)

Quality Assurance Consultant – Test Coordinator

Coordination of the testing team in the integration testing and system testing phase of a project to replace the basic model of applications running on AS400 with a constellation of applications connected to each other.

- Participate in the definition and monitoring of test strategies, with mainly 2 types of strategy: Consultative (I relied on information given by business and IT managers) and risk-based.
- Identification of resources available to prepare and execute integration and system tests
- Identification with the project teams of the processes developed and ready to be tested and integrated into the test plan.
- Develop test concepts for projects, by defining the test scope with IT resources and the business, by building the test plan, and by organizing the implementation and management of tests
- Participate in test reviews, validating the coverage of risks and requirements by the tests.
- Support testers in carrying out their activities, Preparation of a testing strategy to test batch chains and interfaces Monitoring the execution of preparation and execution tasks for integration and system tests

Client: UPOV (Geneva)

Quality Assurance Consultant - Auditor

Identification et diagnostic des dysfonctionnements sur le processus de test d'une application Web.

- Analysis of existing testing strategy and plan documents, reports and testing tools Organization of meetings to understand how the testing process works
- Identification of points and areas for process improvement in the different test stages Creation of a POC to automate non-regression tests on Katalon Studio
- Réalisation d'un POC pour automatiser les tests de non-régression sur Katalon Studio

Client: Rolex (Geneva)

Consultant Test Analyst – Luxury Domaine

P Core Model program dedicated to the implementation of the new Dynamics 365 ERP for all ROLEX subsidiaries: custom application module for managing after-sales service for customers of ROLEX subsidiaries throughout the world ("WSA – World Services Affiliates" application).

Within a project team operating in Agile mode, and including 6 onshore and 6 offshore testers, under the leadership of the Test Manager and in coordination with the Application Manager:

Organization of the tests :

- Implementation of a testing strategy with the stakeholders concerned (Application Manager and Business Analysts) based on requirements and risk analysis
- Planning of the different test phases taking into account the constraints of human, material and environments
- Analysis of user stories, writing of acceptance criteria in Gherkin / BDD format and preparation of test cases

Test Design :

- Checking the status of the sprint deliverables to be tested
- Test planning within the team
- Writing test scenarios, based on the identified risks
- Formalization within the Azure DevOps platform - Test plans
- Validation of test scenarios with project stakeholders

Test progress :

- Coordination of tests within the test team
- Execution of manual tests described in the test plan
- Implementation of tools to monitor the progress of the execution of other manual tests
- Anomaly detection
  - Writing anomaly sheets in Azure DevOps - Bugs, with screenshots, list of data used, reference of the test environment, repeatability of the incident
  - Assessment of the impact and severity of the incident
- Anomaly analysis
  - Qualification of anomalies (false positives or not, need to adapt specifications)
  - Identification/detection of possible other problems linked to the incident
  - Organization of meetings with stakeholders (GA, BAs and Developers) to reassess the impact and the severity of the incident
  - Triage and re-prioritization of detected anomalies
- Actions to resolve the fault
  - Coordination and monitoring of the progress of the patch by the developers, particularly in the event of an urgent incident (P1)
  - Updating and Running Regression Tests
  - Update of the test plan to take into account the impacts identified at the analysis stage
  - Validation of anomaly corrections upon receipt in the test environment

Organisation :

- Responsible for assessing the quality of the version of the application tested
- Monitoring and control of the implementation and progress of tests
- Coordination with testers (but also Business on certain projects)
- Costing of test loads for a version
- Preparation of dashboards on the progress of the tests, including the list of anomalies detected during the release, display of metrics, for a period, on the number of anomalies discovered vs. resolved and the number of open anomalies vs. closed.

Client: Nespresso (Lausanne)

Consultant Test Analyst

Context: Salesforce environment, exchange of information between Nespresso machines and the central system collecting the data, use of data by users.

Within a project team of 2 people in Switzerland and 6 Developers in Europe, in Agile mode:

- Analysis of existing data, user stories and project documents
- Creation of process diagrams to represent inter-intra system information flows Writing the test plan and test strategy
- Preparation and execution of integration test cases and functional tests Reporting and monitoring of anomalies with other members of the team Writing part of the application User Guide Description of the functionalities, with the sequence of screens

Client: CICR (Geneva)

Consultant Test Analyst

Development of a new web application to plan and control missions in the field (several system platforms impacted) and a project to dematerialize invoicing.

Within a project team of 7 people, using Agile methodology with 3-week Sprints:

- Study and analysis of user stories Definition of acceptance criteria
- Writing acceptance tests in Gherkin / BDD 'Given…When…and…Then…' format, in order to describe the expected behavior of the system
- Preparation of test documentation based on user stories: writing a test plan, defining the test scope, the objectives to be achieved, how the tests will take place, who is involved in the tests, and finally the test schedule
- Running multiple types of tests: regression testing, integration testing, functional testing, UAT, and E2E testing
- Reporting and monitoring anomalies with other team members Use of Team Foundation Server (TFS) as a test repository, for monitoring anomalies Preparation of test reports at the end of the Sprint

Client: UBP – Union Bancaire Privée (Geneva)

Consultant Test Manager - Banking sector

Context: Web application for managing stock market orders 'Portail Gérant', and projects relating to taxation: FATCA, Automatic Exchange of Information, VAT.

Within a testing team of 9 people, my main responsibility was to manage all the tests, for an average of 3 projects and 20 requests per release (4/year).

- Use of a Risk-Based Testing approach: identification of business risks and sensitive points in the application and construction of test scenarios accordingly

- Preparation of test documentation: definition of the test strategy, test plan, test books in Team Foundation Server and test scenarios
- Execution of several levels of tests in order to identify as many errors as possible Management of defects/errors in TFS and Jira, coordination with project/development teams
- Preparation of releases, test reports with all validations received, to justify the launch of production Participation in Go / No-Go meetings to report the status of tests and risks
- After implementation, user support and production support

HSBC Private Bank (Suisse SA) (Geneva)   **April 2001 – July 2011**

Business Analyst & Project Coordinator - Banking sector

Context: Value management, Trading, Taxation, Compliance.

As Business Analyst within a team of 5 BAs, then as Project Manager:

- Organization of meetings with users to clarify and formalize requests, prepare Business cases with load estimation
- Feasibility study and estimation of the cost of requests, material, human, software
- User interviews, development of use cases, preparation of diagrams to model processes
- Coordination with the development team: use of a TDD approach to assist developers
- Management of functional tests and UAT: Including validation of UX/UI components to ensure a seamless user experience.
- Preparation of deployment documentation with calculation of the impact on the existing system
- Creation of user training documents
- User support and production support

IT Programmer Analyst
- Participation in specific developments

Different Clients   **1994 – 2001**

IT Programmer Analyst
- Analysis and development missions for different companies and clients including:
  - GFI Informatique – Lyonnaise de banque (Lyon) from 07.1997 to 03.2001
  - Banques Populaires (Lyon) from 01.1996 to 06.1997
  - Banks Morin Pons (Lyon) from 11.1994 to 11.1995