Jon Connor, Dublin, Ireland.
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Summary

Motivated Software Tester with 9 years of progressive experience in the Software Testing industry. Expertise in manual and automation testing, planning, reviewing, and requirements gathering. Proven ability to navigate complex software, build successful teams, and achieve goals on time. Known for advocating for the end-user throughout the development process.

Key Skills:

- Strong knowledge of software testing methodologies, including manual testing, automated testing, and exploratory testing.
- Experience with test automation frameworks and tools, such as Selenium WebDriver, Cucumber and Robot Framework
- Knowledge of programming languages to create tests in Java and Python.
- Familiarity with test management and defect tracking tools, such as JIRA, ALM, and Bugzilla.
- Ability to write test cases, test plans, and test scripts that are clear, concise, and thorough.
- Strong understanding of software development lifecycle (SDLC) and the testing phase within it.
- Experience with Agile and Scrum methodologies.
- Attention to detail and ability to identify and isolate defects.
- Good communication and collaboration skills to work with developers, product managers, and other team members.
- Enjoy learning and adapting to new technologies, tools, and methodologies.

Current Certification

- ISTQB – BCS Certified Agile Tester Extension (FLA)
- ISTQB - BCS Certified Tester Foundation Level (ISEB-SWT2)
- City & Guilds Level 2 Software Testing (7540-12-012)
- Microsoft Technical Associate – Database Fundamentals (98-364)

Experience

QA Analyst, Propylon, Dublin
December 2022– Present

- Increased regression test coverage by automating key test cases using Robot Framework tool, resulting in significant reduction in the manual backlog of test cases.
- Streamlined manual testing with test charters for new features resulting in increased testing efficiency.
- Facilitated better communication between QA team and product owners, leading to stronger relationships and more effective testing strategies.

QA Analyst, Pexlify,
Dublin June 2022 – December 2022

- Collaborated with cross-functional teams to ensure timely and accurate verification of bug fixes, resulting in on-time delivery of project for Ruffer PLC's Salesforce Financial Services cloud implementation.
- Boosted quality and accuracy of regression testing by developing Java/selenium framework and incorporating it into sprint process.
- Implemented standardised framework for Java & Selenium, and Git that helped other QA Analysts learn and expand their automation knowledge. Held weekly Question & Answer sessions.

QA Analyst, The Central Bank of Ireland, Dublin (Employed via Expleo Group)
June 2021 – June 2022

- Collaborated with team members to integrate the 'Fitness and Probity' project with a CRM and front-end web portal, resulting in a seamless and efficient process for applicants.
- Attend and participate in agile ceremonies - daily stand-up's, fortnightly sprint reviews, sprint retrospectives, backlog grooming sessions, estimation sessions, three amigo's sessions.
- Streamlined testing process by proactively investigating conflicts between acceptance criteria and requirements documentation, leading to increase in testing efficiency.
- Increased automation coverage by identifying test cases and implementing them using the existing UFT framework.

QA Engineer, SAP Ariba, Dublin (Employed via Manpower Ireland)
August 2020 – June 2021

- Maintaining a JAVA/Selenium/TestNG framework to capture screenshots of changes on screen to provide translators with context.
- Using JIRA to investigate new features for new strings and deciding to either update existing scripts or create new ones.
- Improved overnight pass rates by implementing pre-created events, leading to an increase in coverage.

Software Tester, Accounting Technicians Ireland, Dublin 2
April 2018 – March 2020

- Developed comprehensive test plan for examination module in a new CRM system.
- Carried out test execution and identified missing requirements and business rules.
- Streamlined communication with developers by using Cucumber/gherkin, resulting in faster issue resolution.
- Implemented a new Membership module by designing screen workflow and eliciting rules from the business users.

Software Tester, Interactive Services, Dublin 15
May 2017 – April 2018

- Improved initial build quality by identifying mistakes in the course design documentation allowing Editors and SMEs to concentrate on the context and content of the courses and not be distracted by typos and duplication.
- Reduced production bugs by implementing test checklist, ensuring all software met acceptable standard for e-learning courses.
- Independently acquired proficiency in GIT, HTML, and CSS. Successfully addressed minor text and graphics issues for clients within tight deadlines, allowing developers to focus on critical tasks.

Hardware Tester, Actavo (In Home Division), Dublin 12
August 2016 – April 2017

Tested set top boxes (SKY TV) to confirm faulty using a series of manual tests. Updated the stock on the company's system and organised return to the client. By asking the business leaders and managers questions about the high level of set top boxes that were incorrectly assigned as faulty. I could see the negative impact it had on the business. I created a simple spreadsheet that recorded every set top box I tested along with Engineer ID, Team, Team Manager and Area Manager. I was then able to identify which Engineers, Teams, Managers and Area Managers were having issues diagnosing faulty set top boxes. Extra training was arranged for the engineers, and the non-faulty boxes returned as faulty steadily dropped to an acceptable level.

Temporary Software Tester, Interactive Services, Dublin 15
October 2015 – August 2016

Obtained a 4-week work placement via ETB training course. This was extended on a temporary basis, on several occasions, over the 2015 to 2016 period.

Testing various types of custom E-Learning solutions for Fortune 500 companies such as Coca Cola, Deloitte, Facebook, Hershey, LinkedIn, Morgan Stanley, United Airlines, VISA and Walmart. Regression testing, checking functionality, localization testing, and working on a new template to ensure functionality and display was consistent over numerous browsers, devices and OS using emulators and the actual devices.

Pre-2015

Environmental Emissions testing roles 2004 to 2015 and 12 years in a quality assurance and quality control role for a manufacturer of adhesive papers and vinyl.

Further information

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GitHub: https://jonconnorati.github.io/JonConnor/