**Mark Mahlum**

**FDM Consultant**

**Profile**

Mark is an IT consultant with two years’ experience in Software testing. Mark has full software testing lifecycle experience, including designing, implementing test plans, test cases and test processes. He has provided swift corrective actions and significant cost savings in his position at HSBC. He has an excellent hands-on technology competence accustomed to working in agile and project-based environments.

His experience at HSBC involved working as software and business tester for a new insurance product of HSBC. He was able to embrace a new responsibility which was the first business testing role of the department. In this role, he challenged and suggested new business requirements to ensure UX and UI is user friendly. As the first person to take on this responsibility, he has shown strong professionalism and customer awareness.

Most recently, he has worked at AXA as a software tester, where he learned to automate tests scripts using JavaScript and Test café. He is a fluent French speaker, who has applied his language skills in various projects.

Mark is now looking to go into cyber security. Currently he is studying an online course in cyber security.

**FDM Employment History**

**AXA, Weybridge September 2018 –May 2020**

*Tester*

* Create automated test scripts using JavaScript and the Test café tool
* Test in Staging and Prod environments
* Liaise with developers and business analysts to help find a solution to bugs

**HSBC, Leeds June 2018 – June 2019**

*Software Test Analyst*

Client and role overview: Mark was part the Testing Team at HSBC and worked on the Service Sustainability, Mobile 1.5 France and Term Life Redesign Insurance France project (TLR).

Responsibilities:

* Provide support with deployment in UAT, Pre-Production and Production environment by testing end-to-end functionality of web and mobile platforms on various devices and operating systems
* QA and Regression testing in each development cycle phase of websites and mobile applications
* Business testing in TLR France insurance project by providing suggestions for change and critics on UX and UI requirements
* Support bug fixing activities after detecting issues by recording journey and program behaviour.
* Test products and applications in agile development using frameworks and suites such as Jira, GitHub and QC.
* Integration testing on APIs, third party tools and databases, ensuring module interaction responds correctly.
* Test data when it travels between different modules using stubs
* Supporting and troubleshooting software and copy issues in English and French language, assisting with grammar and phrasing correction.
* Write test cases and test plans based off business requirements using tools such QC and Jira
* Write reports to record testing, track bugs and communicate to management and stakeholders.
* Use Unix commands in GitBash to carry out link testing with developers in DEV environment phase
* **Highlights**: Supported successful sign off in largest project of the department (GSP/SaaS Service Sustainability Implementation) and supported 0.5 pilot project delivery with ‘Excellent’ feedback. He has developed strong time management and communication skills by working in agile projects with team members in India, Poland, France, etc.
* **Technologies Used:** GitHub, GitBash, Confluence, JIRA, Quality Center(QC).

**FDM Training**

**FDM Academy, London April 2018 – June 2018**

Mark has completed the Software Testing programme. This programme includes the following modules:

Testing

1. **Professional Skills** including development lifecycle, presentations & report-writing;
2. **Structured Query Language** including database manipulation;
3. **Excel including VBA,** Solver, Aggregate Functions, Nested If statements, V-Lookups;
4. **Unix** including Vi Editor, Shell Scripting;
5. **Web Apps Design** including HTML 5, CSS3, JavaScript, XML & XSL;
6. **ISTQB ISEB** including fundamentals of testing, testing through the software lifecycle, static testing, test design techniques, test management and tool support for testing;
7. **Manual Testing** including requirements reviews, coverage and traceability, test case writing and execution, defect reporting and management, status reporting and stakeholder management. (2 Weeks);
8. **Selenium IDE** including introduction to automation concepts and benefits, record and playback, verifications and assertions, locators, JavaScript integration, user extensions and data-driven testing;
9. **Final Group Project** including testing a new application from test planning right through to test closure, implementation of agile testing practices and simulation of real world environment by introducing additional complications

**Previous Employment History**

**QMUL London September 2016 – September 2017**

*Student-Staff Liaison Committee Member (SSLC)*

* Student representative in School of Engineering and Materials Science.
* Responsibilities included liaising with head department and directors, raising student issues, gathering feedback, suggesting solutions to improve study and learning environment.
* Mark enhanced his listening and communication skills in a managerial environment.
* Providing student support duties alongside studies and revision which required consistent planning and organisation.

**Harry Hitchcock ltd, South West London October 2013 – January 2016**

*Programme Seller*

* Mainly responsible for selling match day programmes at Fulham Fc and Chelsea Fc stadiums.
* Handling tills in outdoor areas in all weather conditions.
* Time management and to ensure sales targets are achieved.
* Attract customers and encourage sales by being vocal and approachable
* Handling agitated and drunk customers

**Hayes School Sixth Form, Bromley January 2013 - April 2013** *Mathematics tutor*

* Mainly responsible for improving maths skills of pupils
* The role was to provide help and support to year 7 pupils with maths exercises
* Main skills gained include communication and time management by teaching concepts, correcting exercises and giving feedback

**Metro Bank, Bromley July 2012- July 2012**

*Work Placement*

* Welcome and greet customers entering the branch
* Gained an insight of retail banking by shadowing transactions processes conference calls staff training sessions and assisting the opening of personal bank accounts
* Assist and support tasks such as opening bank accounts and customer file search.
* Main skills improved include attention to detail, customer awareness and teamwork

**Other Skills:**

* AutoCAD, Abaqus FEA, ANSYS FLUENT, MATLAB/ Simulink, Java
* French (Fluent), Spanish(Beginner)

**Education**

**Generic University September 2013 – June 2016**

**BEng (Hons.) Engineering with Management and Entrepreneurship, 2:1**

Modules included:

Analog Electronics, Digital Logic, Engineering Mechanics, Engineering Systems, OOP, Computer Systems & Network

**Generic University September 2016 – September 2017**

**MSc Aerospace Engineering**

Modules included:

Advanced Flight Control and Simulation of Aerospace Vehicles, Vector calculus Engineering, Aeroelasticity, Vehicular Crashworthiness, Computational Fluid Dynamics, Robotics

**Interests and Activities**

Mark has set up an English tutorial online platform, teaching English to French speakers. He takes part in IT support activities, a friendship group and charity work in his local church. He actively volunteers by helping the homeless in his local community. He also enjoys running and playing football competitively.