

# Luke James

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## Professional Summary

Test Lead and Quality Assurance Engineer with 13 years of experience in IT, application support, and software testing. Proven expertise in leading QA teams, building automation frameworks from scratch, and managing end-to-end testing across enterprise systems. Skilled in C#, Selenium, SpecFlow, Cypress, Playwright, and CI/CD pipelines. Recognized for driving quality improvements, mentoring engineers, and delivering high-quality, mission-critical projects within Agile environments.

## Key Skills

- Automation: C#, Selenium, Ranorex, SpecFlow, Cypress, Playwright (Typescript), Postman, API testing
- Worked in AWS, Azure environments. Experienced in use of Kubernetes cluster deployments for API testing.
- Frameworks & Practices: TDD, BDD, Page Object Model, implemented CI/CD using Jenkins/Groovy, GitHub Actions and Ansible
- Tools & Platforms: Zephyr Scale, JIRA, Git, SQL Server, MongoDB, IIS, Powershell, Active Directory, Exchange, AWS, Azure
- Leadership: Test strategy & planning, stakeholder management, team mentoring & training, incident management

## Professional Experience

### Test Lead – Nationwide Building Society – Swindon (Apr 2023 – Present)

- Led QA activities for a buy-to-let mortgages scrum team after promotion.
- Designed and maintained test strategies and plans for a large software upgrade that was defined as a strategic programme, high amounts of stakeholder management and cross-team collaboration
- Managed daily activities for 6 engineers, running stand-ups, triage meetings, and sprint planning.
- Implemented CI/CD pipelines with Jenkins, and more recently GitHub Actions and Ansible. Documented full process and trained the Test team to use independently.
- Delivered test outcome reports across OAT, UAT, Performance, and Functional testing phases.
- Trained manual testers in C# Selenium automation, raising team skill level.

### **Test Engineer / Test Lead – Nationwide Building Society – Swindon (Aug 2021 – Apr 2023)**

- Built automation suites for multiple API projects using C#/.NET, SpecFlow, RestSharp.
- Introduced Zephyr Scale as the test management tool, enabling improved traceability.
- Conducted testing in AWS environments with Kubernetes clusters.
- Promoted agile best practices to align Dev/Test workflows, improving delivery efficiency.

### **Quality Assurance Engineer – Cherwell Software – Swindon (Jul 2018 – Aug 2021)**

- Created 300+ automation tests in C# using Selenium and Ranorex, improving coverage and reliability.
- Implemented TDD practices to reduce defect leakage across releases.
- Recognized with Cherwell Values Award (2020) for outstanding QA contributions.
- Integrated automated testing into CI/CD pipelines with Jenkins and TeamCity.
- Authored training and documentation, boosting product knowledge across the QA team.

### **Tier 3 Senior Product Support Analyst – Cherwell Software – Swindon (Aug 2014 – Jul 2018)**

- Led escalations for enterprise clients, serving as key contact for major customers.
- Produced root cause analysis (RCA) for P1 incidents.
- Awarded 'Global Hero' recognition for exceptional client support.
- Provided mentoring and training for Tier 1 and 2 analysts.

### **IT Service Desk Analyst – UK Shared Business Services – Swindon (Dec 2011 – Aug 2014)**

- Delivered 1st line IT support with Active Directory, Exchange, LANDesk, Oracle E-Business.
- Took on Incident Manager role during major client implementation.
- Achieved ITIL Foundation certification during tenure.

### **Apprentice – Finance & Procurement Contact Centre – UK Shared Business Services – Swindon (Dec 2011 – Aug 2014)**

- Handled customer escalations and invoice processing in Oracle E-Business Suite.
- Received Quality Monitoring Award for excellence in service.

### **Education & Certifications**

New College Swindon – BTEC National Award (IT Practitioners, Merit), A-Levels (Business, Law), NVQ Level 2 Customer Services

Kingsdown School – 5 GCSEs A–C including Maths & English

Certifications: ITIL v3 Foundation, Cherwell Certified Professional Designer & Administrator

### **Awards & Recognition**

- Nationwide: Test Lead Promotion (2023)
- Cherwell Software: Values Award (2020)
- Cherwell Software: Global Hero Award (2015)
- UK Shared Business Services: Quality Monitoring Award (2012)

### **Interests**

Football (Swindon Town FC season ticket holder), travel, tennis, continuous learning in automation and programming.