NICK SHAW

CONTACT

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EDUCATION

ISTQB
Certified Tester, foundation level
2013

Scrum.org
CSM (Certified ScrumMaster)
2024

Queen's University, Belfast, UK
Master of Arts (MA) in Creative Writing
Merit
September 2012 - July 2013

Queen's University, Belfast, UK
Bachelor of Arts (BA Hons) in English
Upper Second Class Honours (2:1)
September 2007 - June 2010

SKILLS

Programming Languages: Continuously expanding my expertise in JavaScript and TypeScript to develop robust testing frameworks using Playwright, and Selenium.

Web Development: Experienced in front-end (HTML, CSS, JavaScript, React) and back-end (Node.js, SQL). Familiar with Git processes.

SDLC Methodologies: Experienced in Waterfall, Agile, and SCRUM frameworks. I have a deep understanding of JIRA, Azure DevOps and general Kanban management.

TEST MANAGER

SUMMARY

ISTQB and ScrumMaster Certified Test Manager, with eleven years of experience in software delivery. Skilled in leading global and remote test teams, driving test delivery, project delivery, testing software and ensuring successful project outcomes.

WORK EXPERIENCE

Test Manager
ITS Computing Ltd, Belfast, UK | June 2021 - December 2024

- Head of Testing, managing large remote teams of functional and non-functional testers (manual, automation, and performance) across the UK and India.
- Responsible for all aspects of test delivery within the SDLC, including test documentation, execution, defect-tracking and triage, client engagement, and resource management across multiple commercial and national-level public-sector projects (Agile, Waterfall, Hybrid).
- Oversaw all facets of project testing, including SCRUM, sprints, manual testing, automation test CI/CD integration (Playwright, TestComplete) and performance testing (JMeter).
- Fulfilled Scrum Master responsibilities across multiple projects.

Senior QA Engineer
HHA Exchange, Belfast, UK | March 2019 - June 2021

- Led a global remote team of 6+ testers, covering functional, API, and non-functional testing for a multi-portal US-based Medicare and home healthcare solution.
- Maintained BDD test suites using Gherkin/SpecFlow.
- Oversaw and executed deployments to test environments via Octopus.
- Managed test cases, test execution, defect management and project sign-off.
- Conducted REST API testing using Postman.

QA Engineer
Flowlens, Belfast, UK | September 2017 - March 2019

- Conducted functional, integration, regression, and release testing for an ERP SaaS solution.
- Managed defect tracking and sprint boards using JIRA and Redbooth.
- Led technical writing efforts, creating product documentation, user stories, guides, and instructional videos.

UK QA Lead
Concentrix, Belfast, UK | November 2013 - November 2016

- Progressed from Intern → Junior → Mid-level → Senior → UK QA Lead.
- Managed a remote global team of 10+ testers for a CRM SAAS solution.
- Managed test delivery and test documentation across multiple project teams (Agile, Waterfall, and Hybrid).
- Owned test strategy, client and resource management across the SDLC.
- Worked with Silicon Valley clients, including repeated onsite visits for requirements gathering, scoping, implementation, and UAT.