

# 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 test managers and large remote functional and non-functional test teams (manual, automation and performance) across the UK and India.
- Responsible for all aspects of test delivery and execution across commercial and national-level public sector projects (Agile, Waterfall).
- Managed test documentation, reporting, defect tracking, triage, client engagement and resource management.
- Led automation CI/CD integration (Playwright, TestComplete) and performance testing (JMeter).
- Oversaw project testing, including bid, contract and licensing management, UAT and change management.
- Fulfilled Product Owner duties, managing backlog, product planning, board maintenance and sprint activities.
- Acted as Scrum Master, facilitating Scrum practices in cross-functional teams.

### 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.
- 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.