



JACOB BADENHORST

Test Engineer/Test Analyst

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SUMMARY

I am an experienced Test Engineer/Test Analyst who has successfully implemented and led quality assurance for major projects with various companies in multiple industries and technology sectors globally.

For the past 10 years, I've been a quality assurance practitioner focusing on open-source test automation and Agile frameworks (*Scrum, Kanban & DevOps*), applying BDD, TDD, and SBE throughout SDLC processes.

My skills cover a wide range of system development, quality assurance, and integration throughout end-to-end delivery pipelines. This includes participating in analysis, design, planning, implementation, technical support, operations, and test management for a wide range of business systems and solutions.

I managed, led, and supported various technology sectors throughout my career with:

User acceptance, non-functional, functional, integration, regression, performance, load, security, manual, automation, usability, and deployment testing processes and phases for back-end (*Gateways, API, Microservices*), front-end applications/interfaces (*Native, Web, Mobile Web/Responsive, Mobile: Android & iOS, IOT/Voice: Alexa, Google Home and wearables: Apple Watch*) and various Service Models for Private, Public and Hybrid cloud services (*IaaS, PaaS, SaaS and MBaaS*).

Most recent test frameworks and multiple development stack experience include:

Concordion, Cucumber, Spock, Geb, Rspec, Capybara, Playwright, Cypress, Jest, Webdriver, Selenium, Selendroid, Espresso, Appium, Jmeter, Wiremock, RestAssured, JUnit, Ruby, Java, Groovy, JavaScript, TypeScript, Node.js, Spring Boot, Maven, Gradle, RedHat OpenShift, Azure, Salesforce, Amazon Web Services, Amazon CloudFront, Amazon S3 and MS Azure, Docker, Kubernetes, Chef, Dynatrace, Jenkins CI, GitHub Actions, Bamboo, GIT, SVN, HashiCorp Vault and Ansible.

Current and past testing roles include:

- Senior Test Engineer
- Test Lead
- Test Management
- Senior Consultant
- Senior Test Analyst

EXPERIENCE

Quality Engineer (Full-time)

Flight Centre Travel Group Australia | Travel & E-commerce

November 2023 - October 2024 | Brisbane, Queensland, Australia

www.flightcentre.com.au

As a Quality Engineer, I lead the efforts in assessing and mitigating risks, solving quality challenges, and implementing changes to improve engineering efficiency. I also coached developers on quality assurance to improve processes across the team and the digital business unit for all supported brand regions, including Flight Centre Australia, Canada, New Zealand, and South Africa

My primary accountabilities and objectives included:

- Driving quality as an end-to-end responsibility of the whole team.
- Developed and maintained automated API and UI test frameworks.
- Coordinated with product and engineering teams to ensure that quality was considered early and throughout the development lifecycle
- Paired with and coached developers on test automation and testing practices
- Worked with the wider digital teams on general automation initiatives for data preparation, environment setup and maintenance for CI/CD lifecycles of the checkout platform
- Delivered quality reporting and dashboards to improve visibility and transparency using DORA and lighthouse metrics.
- Identified and remediated quality and process limitations.
- Contributed to the continuous improvement of test quality by undertaking reviews and recommending improvements using my solid understanding of modern application deployment methodologies and cloud infrastructure.
- Our digital delivery was delivered throughout SDLC with the Scaled Agile Framework (SAFe).

Key communication and relationships included:

- Product Managers
- Engineering Managers
- Product Owners
- Business Analyst
- Scrum Master
- Engineers
- Leads
- UX/UI Designers
- Internal Business
- Marketing

Technology stacks tested and developed:

- Application, system integration, API and E2E.
- Testing with JS-based test automation tools: Cypress and Playwright BDD Test Frameworks coded in JavaScript & Typescript.
- API testing frameworks: Postman and Cypress.
- Creation and maintenance of automation tests & quality gates into the GitHub CI/CD pipelines, with GitHub Actions and workflows.

- Observability tools for monitoring and investigating issues with: Splunk, New Relic and Full Story.
- Salesforce Marketing Cloud.
- Launch Darkly for feature flags and for A/B testing for releases.
- Optimizely for usage statistics, A/B Testing, Conversion Optimisation and Personalisation Site Optimisation.
- Amazon CloudFront and EC2 for hosting.

Senior Test Analyst (Contract)

Department of Conservation New Zealand | Conservation - Public Sector

December 2022 - August 2023 | Wellington, New Zealand

www.doc.govt.nz

As a Test Analyst/Engineer, I was tasked and responsible for implementing, executing, and supporting test strategy, test planning, scheduling, monitoring, reporting and test automation across multiple assigned ICT/BAU, NON-BAU projects and teams for the Department of Conservation New Zealand.

I worked across various Department of Conservation programs with key internal and external stakeholders to develop, support, and maintain various products for the ESS (*Enterprise Systems and Services*), BSS (*Business System Support*), ISS (*Information Systems and Services*) and Payroll units/teams.

Technology and Test Stacks:

- Test Automation stack and frameworks: Git (*GitHub*), Cucumber BDD test framework written in Java with Webdriver for API and web front and back-end automation of various projects and Postman for DOC API testing and automation.
- JavaScript languages and frameworks: AngularJS, ZoneJS, TypeScript, NodeJS.
- Paas: Amazon Web Services, Amazon Cloudfront, Amazon S3, Feature Manipulation Engine and MS Azure.
- ERP: SAP S/4 HANA.
- API: RESTful and SOAP
- Other: M365, ISS.

DOC applications supported, tested and managed:

- DOC KIMS (*Kiwi Information Management system*): Front-end, back-end, API.
- DocFlow Citizen and Infringements: Front-end, back-end, API.
- DocCM (*DOC Content Management*): Front-end, back-end, API.
- Jadestar/TimeFiler Payroll systems.

Senior Test Analyst (Contract)

ACC New Zealand | Health Insurance - Public Sector

August 2021 - May 2022 | Wellington, New Zealand

As a tester, I was tasked with supporting the Health Sector Strategy Technology team and Platforms and Integration for QA throughout the Agile product features and package lifecycles for the ACC Salesforce implementations for Provider Hub and ISCM Integrity Services.

I was responsible and tasked with:

- Stakeholder engagement for Quarterly Program Increment and innovation planning based on SAFe Agile framework with product owners, business analysts, developers, and various integration teams (*Security, Fraud, Legal, Operation and Platform teams*).
- Responsible for achieving sprint goals and delivering high-quality products throughout the build process.
- Tasked to ensure that the product integrated with all downstream APIs: RESTful and SOAP for PaaS and SaaS systems.
- Ensuring proper use of Test Policies and related processes, practices, and standards.
- Participated in the creation of test strategies and planning.
- Provided support to the Test team for the planning of testing activities.
- Provided execution and defect status progress reports.
- Designed, peer-reviewed, maintained and developed: test plans, test scenarios, test cases, test scripts and test documentation.
- Maintained traceability between test cases, test scripts and requirements.
- Sequenced tests based on the business process flows.
- Smoke-tested environments: Pre and post-test execution cycles.
- Actively participated in the rollback planning and execution.
- Setting up transactional data for testing.
- Setting up tools to assist in the testing and defect management process.
- Executed test scripts based on the plans and sequence of testing.
- Systematically identified and logged defects in the defect tracker to document, track and escalate risks and issues, resolutions with corrective actions and recommend solutions.

Salesforce-specific/related testing duties:

- Test environment / Salesforce Sandbox test data control via Salesforce administration for population/creation/manipulation of ProviderHub Salesforce-supported objects.
- Security model setup/configurations for all supported end-to-end ProviderHub form flows in Salesforce.
- User data creation: manually, APEX bulk loaded with scripts and or system data migrations.
- Integration configurations to support ProviderHub features and downstream integrated Salesforce APIs/systems.
- ProviderHub / Salesforce form flow/object querying with Salesforce Object Query Language (SOQL) and debugging for bug reporting and investigations to assist developers.
- Downstream API monitoring and investigations (*RESTful & SOAP APIs running within Azure and hosted in OpenShift*).

Product technology stacks tested and utilised daily included: OpenShift, Splunk, Salesforce, MS Azure, SOAP, RESTful microservices and the Atlassian suite (*Confluence, Jira with Zephyr*).

Senior Test Engineer (Full-time)

ANZ - New Zealand | Digital - Business & Everyday Banking | Financial

July 2019 - March 2021 | Wellington, New Zealand

www.anz.co.nz

As a tester, I was tasked with the responsibility of supporting the Business Owners Tribe with quality assurance throughout the Agile (*Scrum*) product feature lifecycle for the ANZ Direct Online Product, Internet Banking, GoMoney and CSP micro-services.

I was responsible and tasked with:

- Stakeholder engagement for pre-planning, story mapping, and estimation with feature leads, design, product owners, business analysts, developers, and various integration teams (*Security, Fraud, Legal, Operation/Platform/Support and BCP teams*).
- Tasked with release management, test planning, manual testing, guiding the implementation of test automation practices with development and planning for end-to-end, functional,

acceptance, integration, performance and maintenance coverage with journey and behaviour-driven, page object-modelled test frameworks for ANZ Digital (ADO/IB/goMone/CSP-Customer Support Platform API/Microservice) products to support all pre-production and production deployment stages.

- **Developed and maintained test projects with CI/CD pipelines where end-to-end test automation and project technology stacks included:** Groovy using Selenium WebDriver, GEB, Spock and Concordion BDD test framework, Hibernate, JUnit with Jenkins, Docker test instances, Gradle, Maven, Hibernate, Bitbucket, GIT, Jenkins, Oracle WebLogic, Sybase, GlassFish, Ansible, HashiCorp Vault, Red Hat (*Openshift*), Salesforce, Solaris, Splunk and Dynatrace monitoring.

Senior Test Engineer (Full-time)

ANZ - New Zealand | New Zealand Reserve Bank - BS11 BCP compliance | Financial

January 2020 - June 2020 | Wellington, New Zealand

RBNZ - BS11 Outsourcing policy for banks

Seconded to the Cloud/Salesforce project stream as a Senior Test Engineer to ensure that the ANZ CRM Salesforce integrated systems meet the New Zealand Reserve Bank BS11 statutory risk & compliance policy standards and requirements for the ANZ cloud BCP project/solution.

The BCP project/solution required the creation of Salesforce data for the “ANZ Bankers Workbench” CRM implementation to allow backup and restoration of all Salesforce data utilised by “ANZ Bankers Workbench”.

I was responsible and tasked with:

- Test environment/Salesforce Sandbox data preparations, where I was tasked with the population/creation/manipulation of Salesforce Objects, configurations and flows for the data creation.
 - Data population/creation/manipulation was achieved via the use of Salesforce APEX, the integrated Banker Workbench front end and Salesforce administration.
 - Verification of successful backups of all defined Salesforce data objects for the BCP solution successfully backed up all defined Salesforce data
 - The pre-BCP backup verification included verification of all backed-up Salesforce data, ensuring that all data from Salesforce before the data clearing backed up successfully as expected.
 - The post-BCP data restoration verification process verified that all Salesforce data was restored correctly to Salesforce and that the Salesforce-integrated Banker Workbench front-end system still functioned as expected to ensure functional business continuity.
 - Apart from the Salesforce-specific duties listed above, I was responsible for the planning and scheduling of all BCP test phases/runs and processes with multiple stakeholders to ensure minimal disruption for all downstream Salesforce-integrated/dependent systems and services during the testing and sign-off of the BCP solution.
 - The downstream integrated system dependencies included the project/product streams for ANZ core, API/microservices, mobile (*GoMoney*) and the Internet banking teams.
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Test Analyst (Full-time)

Flux Federation | Energy

August 2018 - July 2019 | Wellington, New Zealand

www.fluxfederation.com

As a tester, I was tasked with the responsibility of supporting my Flux value stream (*Energy and Money*) with quality assurance throughout the Agile (*Scrum*) product feature lifecycle for all Web, API and mobile-integrated Flux energy markets (*New Zealand, Australia, and the UK*).

I was responsible and tasked with:

- Pre-planning, story mapping, and estimation with design, product owners, developers, and all integrated teams.
- Tasked with release management, test planning, manual testing, guiding the implementation of Test automation practice for development and planning for acceptance and integration coverage, and maintenance of behaviour-driven test frameworks for all supported Flux markets (*AU, NZ, and the UK*) for acceptance testing and pre-production stages.
- Active value stream and team representation for Continuous Integration, Test Automation, and Agile guilds.
- **Test automation frameworks and stack implementations included:** End-to-end Cucumber BDD feature test automation and RSPEC integration, unit testing in Ruby with Capybara, Siteprism and Selenium WebDriver with page object models. GitLab, AWS, Kubernetes with Jenkins pipelines.

Test Engineer (Consultant)

ANZ - New Zealand | Customer Services Platform (API/Microservices) | Financial

November 2017 - August 2018 | Wellington, New Zealand

www.anz.co.nz

www.anz.co.nz/banking-with-anz/ways-to-bank/gomoney

www.anzdirect.co.nz

- Part of the API / Microservices team, automating and developing integrated services for ANZ New Zealand - Internet banking, GoMoney mobile banking, and Institutional Services.
- Developed and maintained API projects with CI/CD pipelines throughout acceptance, performance, integration, end-to-end, rehearsal, and production release stages.
- **Test automation and project technology stacks included:** Java, Maven, Spring Boot, Groovy, JUnit, RESTful, SOAP, Bitbucket, GIT, Jenkins, Concordion BDD test automation framework, JMeter, Wiremock, and Red Hat OpenShift instance hosting.
- The project implemented Scrum, Kanban, and DevOps Agile methodology.

Test Engineer (Consultant)

ANZ - New Zealand | Payments & Institutional - ANZ Direct Online | Financial

November 2015 - November 2017 | Wellington, New Zealand

www.anzdirect.co.nz

- **Developed and maintained automated end-to-end regression test suites for continuous integration in Groovy using:** Selenium WebDriver, GEB, Spock BDD test framework, Hibernate, JUnit, and GIT with Jenkins for Docker overnight regression test instances to test ANZ Direct Online for ANZ New Zealand.
 - The project implemented Scrum Agile methodology.
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Test Engineer (Consultant)

ANZ - New Zealand | Digital - GoMoney (Mobile Banking iOS & Android) | Financial - Private Sector

June 2015 - November 2015 | Wellington, New Zealand

www.anz.co.nz/banking-with-anz/ways-to-bank/gomoney

- **Developed and maintained automated end-to-end regression test suites for continuous integration in Java using:** Jenkins, GIT, JUnit, Appium, Selendroid, WebDriver, Wiremock and Cucumber BDD to test iOS, Android, GoMoney Mobile Banking applications and API services for ANZ New Zealand.
 - The project implemented Scrum Agile methodology.
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Test Engineer (Consultant)

ANZ - New Zealand | Digital - Internet Banking | Financial

October 2014 - June 2015 | Wellington, New Zealand

www.anz.co.nz

- **Developed and maintained automated end-to-end regression test suites for continuous integration in Ruby and Java using:** Jenkins, SVN, Selenium WebDriver and Cucumber BDD to test the Internet Banking website and API services for ANZ New Zealand.
 - The project implemented Scrum Agile methodology.
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Senior Consultant (Full-time)

Capgemini - New Zealand | IT Services & Consulting

October 2014 - August 2018 | Wellington, New Zealand

www.capgemini.com

- Member of Agile and DevOps testing centre of excellence/community of practice, consulting and providing framework guidance and training to consultants.
 - Mentoring new consultants concerning ANZ Agile (*Scrum and DevOps*) processes.
 - Internal networking and development of external networks with key contacts within ANZ.
 - Implementing strategies aligned with project priorities, defining the testing scope, approach, risks, and assumptions for test projects and test effort estimation.
 - Reporting and communicating the status of test project progress, risk, issues, defects, and metrics to team leaders, test managers, and delivery stakeholders.
 - Directly working with banking clients for Capgemini Test Management Services Line (*ANZ Payments and Institutional, ANZ Digital - Internet Banking, CSP, and GoMoney*) in Wellington, New Zealand.
 - Key areas included client communication, requirement gathering, and defining the scope, strategy, and schedule for testing.
 - Consultation with business stakeholders, application engineers, and subcontractors during Agile (*Scrum*), use-case analysis, gathering acceptance criteria, and requirements for functional specification phases.
 - Involved in project quality analysis and defect prevention activities.
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Test Lead (Full-time)

Naspers - Spree | E-commerce

January 2013 - October 2014 | Cape Town, South Africa

www.naspers.com | www.prosus.com | www.spree.co.za | www.superbalist.com

Spree.co.za was part of the Naspers eCommerce division, one of South Africa's leading online fashion e-tailers and the first online shop offering a magazine-styled shopping experience.

- Tasked with quality assuring, management of QA processes and Spree E-commerce projects for Naspers-owned magazine publishers with shop fronts hosted and integrated on the spree.co.za
- Managing and maintaining Virtual Hosted environments for multiple browsers testing and Shopfront mobile application device testing for iOS (*iPhone, iPad*) and Android.
- Sprint and Test planning, capture, scripting, defect tracking, cycle/progress reporting, and reviews for products tested to complement and integrate with the Scrum Agile development process.
- Quality assurance and project development management utilising JIRA, Confluence, and Git.
- Tasked with management and execution of regression, benchmark, performance, load, stress, exploratory and integration testing for front and back-ends on development, pre-production, and live environments, utilising various automation tools and stacks (*JMeter, Selenium / Webdriver*).
- Supporting and liaising with various stakeholders: CIO, product owners, project managers, scrum master, designers, business analysts, and various departments (*Marketing, CMS, Support, Fashion, and Logistics*) throughout development, release, and integration phases.
- Managed and supported a test team with 3 testers and managed all aspects of the test automation that was outsourced to offshore testing capabilities based in India.

Test Lead (Contract)

Zoona (Mobile Transactions Zambia Limited) | Financial

August 2012 - December 2012 | Cape Town, South Africa

www.ilovezoona.com

The Zoona platform provided money transfers and other financial services to unbanked consumers.

- I was tasked with the management and execution of Quality Assurance for all Zoona Mobile transaction products developed for all of the supported Sub-Saharan African mobile and web markets, including Zambia, Malawi, Botswana, Mozambique, and South Africa.
- Managed, led and supported a test team with 2 testers throughout the SDLC and all test phases.

Test Lead (Full-time)

TradeBridge - POCiT Mobile Payments | Financial

October 2011 - August 2012 | Cape Town, South Africa

www.tradebridge.co.za

POCiT simplifies the flow of information in the bill payment process with mobile bill presentment & payment solutions to some of South Africa's largest corporations that send out millions of bills monthly.

- Tasked with the management and execution of Quality assurance for all PCI-DSS (*Payment Card Industry*) compliant POCiT mobile wallets developed for the South African Mobile and Web market, utilising the latest development technologies and Agile (*Scrum*) methodologies.
- Managed, led and supported a test team with 3 (*2 internal and 1 remote*) testers throughout the SDLC and all test phases.

Test Lead (Full-time)

Naspers / MIH - Mocality (Kenya & Nigeria) | E-commerce

November 2009 - October 2011 | Cape Town, South Africa

www.naspers.com

Mocality - Africa's largest mobile business directory.

- Tasked with the management of quality assurance for all Mocality products developed using Agile Scrum methodologies for the Kenyan and Nigerian mobile web market, utilising mobile (*J2ME, Responsive, SMS, iOS and Android*) and web development technologies.
- Managed, led and supported a test team with 2 testers throughout the SDLC and all test phases.

Senior Test Engineer (Contract)

VOSS - Unified Communications (UC) Management Solutions | Telecoms

March 2009 - November 2009 | Cape Town, South Africa

www.voss-solutions.com

VOSS provides unified communication management and provisioning of networking and telecom services.

- Tasked with quality assurance for proprietary IP telephony solutions integrated for Cisco and other supported unified communication systems.
- Test planning, capturing, test scripting, defect tracking, cycle/progress reporting, and reviews for products tested in a Waterfall / Agile hybrid SDLC.
- Tasked with regression, benchmark, performance, load, stress, exploratory, and interoperability testing for front and back-ends of products supported and hosted by various IP telephony providers.
- Web Application test automation using Selenium IDE RC and HP Quality Center (*ALM*).
- Supporting and liaising with product partners during tech trials, beta, emergency, and general availability release cycles.

Senior Test Engineer (Contract)

Enghouse Interactive/Datapulse Ltd. | Telecoms

June 2008 - December 2008 | Reading, United Kingdom

www.enghouseinteractive.co.uk

A Cisco, Nortel, and Microsoft telephony development partner.

- Tasked with quality assurance for proprietary VOIP and SIP soft client applications developed for a range of Nortel call server gateways supporting Cisco, Snom devices, and softphones.
- Test planning, capture, scripting, defect tracking, progress reporting, and reviews for products tested during a Waterfall SDLC.
- Tasked with regression, benchmark, performance, load, stress, exploratory, and interoperability testing for front and back-end products supported and hosted by IP telephony providers (*iHUB and British Telecom*).
- Supporting and liaising with product partners during tech trials, beta, and general availability release cycles.

Test Manager (Full-time)

Redstor (Formerly Attix5) | Business Continuity

May 2005 - March 2008 | Stellenbosch, South Africa

www.redstor.com

Attix5 is an online disk-to-disk backup SaaS solution. Attix is one of the oldest managed online backup companies, powering SMBs and enterprises.

- Managed a team of 4 testers and the quality assurance processes for all Attix5-developed software.
- Installation, support, and administration of test environments: Virtual Machines supporting various plug-ins.
- Test planning and analyses. Writing, maintaining and executing test cases and scripts for manual and automated testing.

- Defect logging and tracking for all concerning projects.
 - Exploratory testing and investigation: Identification and preparation of beta environments for future development and QA. Load, stress, benchmark, forward, backward compatibility, Performance, UAT, and end-to-end testing. Front and back-end testing of SOA (*Service-oriented architecture*) based services, GUI clients, web clients, and server applications.
 - Project Management, Documentation, and review responsibilities for all QA projects complementing the XP (*Extreme Programming*) SDLC.
 - Supporting and liaising with product partners during tech trials, beta, and GA (*General availability*) release cycles.
 - Change and release management for all products with development managers, product managers, team leaders, operations, and support.\
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Senior Test Engineer (Contract)

Litera (Formerly Workshare) | Security & Governance

December 2004 - May 2005 | Cape Town, South Africa

www.workshare.com

Workshare is a provider of secure enterprise file-sharing and collaboration applications. Workshare allows individuals to create, share, and manage high-value content from any device.

- Tasked with testing environment management for Virtual Machines running IBM Domino and Microsoft Exchange Servers.
 - Functional, regression, story, benchmarking, performance, sanity, exploratory testing, user acceptance testing, bug tracking, and test documentation for all projects implemented with Agile (*Scrum*) methodology.
 - Preparations for release candidate software and systems with program managers and team leaders.
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Test Engineer (Full-time)

Thales (Global Telematics/Orchid tracking) | Telematics

January 2003 - Dec 2004 | Cape Town, South Africa

www.thalesgroup.com

The developer of vehicle tracking solutions for mobile resource and fleet management, utilising real-time positioning technologies through the combination of Global Positioning Systems and GSM data communications.

- Part of the quality assurance team responsible for testing Telematics software and hardware designed and developed for GPS and GPRS mobile networks operating in Asia, Africa, and Europe.
- QA review of functional and technical specifications complementing the Waterfall SDLC.
- UAT, manual and automated testing: Configuration and scripting for automated testing on Rational Robot and in-house Test Tools.
- Creating and updating documentation during test phases according to project plans, market requirements and specifications.
- Configuration, Support, Maintenance, and System Administration for Test Servers for multi-platform testing.
- Defect logging, reporting, and maintenance.
- Performance, Load, stress, benchmark, and regression testing on gateways/hubs and embedded telematics control units.
- Forward and Backward Compatibility testing for all the supported back-end and front-end protocols.
- Test Planning and documentation for QA specifications per ISO 9001:2000 Quality Management System procedures and Standards.

- Testing GUI applications and back-end Gateways that communicated with TCP/IP, UCP, CSD, SMS, GPS, GSM, and GPRS protocols.
- Supporting and liaising with product partners during tech trials, beta and live releases.
- Working with development, business analysts, and project managers/project owners of current and upcoming projects.

Operations Engineer and Test Engineer (Contract)

Healthbridge| Health & Medical Billing

January 2001 - Dec 2002 | Johannesburg, South Africa

www.healthbridge.co.za

Healthbridge develops EDI services allowing for financial and medical information exchange between medical practitioners, hospitals, pathology laboratories, radiologists, and medical aids, generating transactions for General Practitioners, Specialists, Optometrists, Dentists, and Auxiliary practices.

- Tested and supported proprietary applications developed for EDI (*Electronic Data Interchange*) technologies according to requirements and functional specifications.
- Managing software environments for Microsoft multi-platform testing.
- Performance, Load, Stress, Benchmark, and Regression testing concerning software suites and switches.
- User acceptance testing and distribution.
- Working with development, business analysts, and project managers on future projects complementing the Waterfall SDLC.
- Tracking of bugs and support issues for products out in the field.
- Troubleshooting Practice Management Applications supporting the Healthbridge switching back-ends.
- Working with support groups supporting Practice Management Applications for beta, release version testing, pilot projects, and installation.

Part of the Operations team:

- Configuration, setup, support, and maintenance of switching infrastructures and Databases (*Pre-Production and Production*).
- Deployment and configuration for development and testing servers and switches.
- Database Administration, maintenance, and support on the live and testing environments (*MS SQL and Oracle*).
- Backups and weekly maintenance of the switching infrastructure.
- Database-related testing and integrations from existing to new switching infrastructures.
- Updating live switches and gateways with release template downloads for connecting Practice management applications.

EDUCATION / CERTIFICATION

2014 - 2017 - Capgemini University:

- **2017:** ISTQB: Foundation-level Agile Tester certification
- **2017:** Groovy Scripting certification
- **2016:** Cyber Security and Privacy, Cyber Security Assurance & Testing.
- **2015:** Talent and Performance Review Processes, Global Information Security, Intellectual Property Rights, Antitrust and Competition Law certifications, Talent and Performance review certifications.
- **2014:** Code of Business Ethics, Anti-Corruption Policy, Competition Laws Policy certifications.

2014 - 2020 - ANZ Essentials:

- **2020:** Security Essentials - Financial Crime Essentials, AML/CTF & Sanctions Awareness
 - **2020:** Technology Operational Excellence
 - **2019:** Equal Opportunity, Emergency Preparedness
 - **2016:** Financial Adviser Legislation, Business Continuity Planning Awareness, Operational Risk Professionals
 - **2015:** Compliance Essentials, Operational Risk Essentials, AML/CTF & Sanctions Awareness
 - **2014:** Preventing Fraud, Bribery & Corruption, Fair Trading Act, Equal Opportunity
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2014 - Scrum.org:

- **2014:** Professional Scrum Foundations - PSF
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2014 - Curiosity Campus:

- **2014:** Ruby on Rails fundamentals
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2000 - 2001 - Lambert Systems:

- **2001:** MCSE - Microsoft Certified Systems Engineer
 - **2000:** CompTIA: N+ Certified Networking Engineer
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