JACOB BADENHORST
Test Engineer/Test Analyst

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SUMMARY

As a Quality Engineer, I've overseen quality assurance initiatives across technology projects within diverse industries and international technology sectors. My primary focus and interest are in open-source test automation frameworks, containerised, deployed, and operated within cloud-based CI/CD environments.

For the past decade, I have worked as a quality assurance specialist, focusing on open-source test automation integrated into Agile-based SDLC frameworks—such as Scrum, Kanban, and DevOps—by implementing BDD, TDD, and SBE methodologies throughout the Software Development Life Cycle (SDLC).

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

Throughout my career, I have managed, led, and supported various technology sectors, overseeing a comprehensive range of testing processes and phases. These include:

User acceptance testing, non-functional testing, functional testing, integration testing, regression testing, performance testing, load testing, security testing, manual testing, automation testing, usability testing, and deployment testing. My expertise extends to back-end systems such as Gateways, APIS, and Microservices, as well as front-end applications and interfaces, including native applications, web applications, mobile web/responsive designs, and mobile platforms (Android & iOS). Additionally, I have experience with IoT and voice-activated technologies such as Alexa, Google Home, and wearable devices like the Apple Watch. My work encompasses various service models for private, public, and hybrid cloud services, including IaaS, PaaS, SaaS, and MBaaS.

I possess comprehensive experience with the latest test frameworks and a diverse range of development stacks, including:

Playwright, Cypress, Concordion, Cucumber, Spock, Geb, Rspec, Capybara, Jest, Webdriver, Selenium, Selendroid, Espresso, Appium, Postman, Jmeter, Wiremock, RestAssured, JUnit, Ruby, Java, Groovy, JavaScript, TypeScript, Node.js, Spring Boot, Maven, Gradle, RedHat OpenShift, Salesforce, Amazon Web Services, Amazon CloudFront, Amazon S3, MS Azure, Docker, Kubernetes, Chef, Dynatrace, New Relic, Splunk, Full Story, Launch Darkly, Optimizely, 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

Global sectors experience:

- New Zealand Public Sector: Health/Insurance, Conservation, Ministerial – 2 years
- New Zealand & Australia Financial/Banking Sector: Retail/Everyday Banking, Core, Switching, Institutional – 6 years
- New Zealand, Australia and the UK Energy Sector – 1 year
- Travel, Media & eCommerce Sector: Australia, Canada, New Zealand, UK, Africa (South Africa, Kenya, Nigeria) – 5 years
- South African Medical/Health/Insurance Sector – 2 years
- Telecoms/Mobile Technology Sector: Africa (South Africa, Zambia, Kenya, Nigeria), EU/UK – 4 years
- BCP/Data Management Sector: South Africa, Europe (UK, Switzerland) – 3 years
- Financial Sector: Africa (South Africa, Zambia, Kenya, Nigeria) – 2 years

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WORK 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 was utilised for managing feature flags and conducting A/B testing in 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 responsible for implementing, executing, and supporting test strategies, including test planning, scheduling, monitoring, reporting, and test automation, across multiple ICT/BAU and NON-BAU projects and teams for the Department of Conservation New Zealand.

I collaborated with key internal and external stakeholders across various Department of Conservation programs to develop, support, and maintain 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 Microsoft 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 Test Analyst, I supported the Health Sector Strategy Technology team and Platforms and Integration for QA, focusing on Agile product features and package lifecycles for ACC Salesforce implementations, including Provider Hub and ISCM Integrity Services.

I was responsible and tasked with:

- Stakeholder engagement for Quarterly Program Increment and innovation planning based on the SAFe Agile framework with product owners, business analysts, developers, and various integration teams *(Security, Fraud, Legal, Operations and Platform teams)*.
- Responsible for achieving sprint goals and delivering high-quality products throughout the build process.
- Tasked to ensure that the product was 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 methods include manual entry, APEX bulk loading with scripts, and 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.
- Our digital delivery was delivered throughout SDLC with the Scaled Agile Framework *(SAFe)*.

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 required creating Salesforce data for the ANZ Bankers Workbench CRM implementation, enabling backup and restoration of all Salesforce data used by ANZ Bankers Workbench.

I was responsible and tasked with:

- Test environment/Salesforce Sandbox data preparations, where I was responsible for populating, creating, and manipulating Salesforce Objects, configurations, and flows to facilitate 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 confirmed that all Salesforce data was successfully restored and that the Salesforce-integrated Banker Workbench front-end system continued to function as expected, ensuring business continuity.
- Apart from the Salesforce-specific duties listed above, I was responsible for planning and scheduling all BCP test phases and runs, collaborating with multiple stakeholders to minimise disruption to 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.

Test Analyst (Full-time)
Flux Federation | Energy
August 2018 - July 2019 | Wellington, New Zealand
www.fluxfederation.com

As a tester, I was responsible for 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.
- Our digital delivery was delivered throughout SDLC with the Scaled Agile Framework *(SAFe)*.

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 SAFe 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.
- Our digital delivery was delivered throughout SDLC with the Scaled Agile Framework *(SAFe)*.

Test Engineer (Consultant)
ANZ - New Zealand | Digital - GoMoney (Mobile Banking iOS & Android) | Financial
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.
- Our digital delivery was delivered throughout the SDLC with Nexus and the Scaled Agile Framework *(SAFe)*.

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.
- Our digital delivery was delivered throughout the SDLC with Nexus and the Scaled Agile Framework *(SAFe)*.

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.

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 Napers eCommerce division, one of South Africa's leading online fashion e-tailers and the first online shop offering a magazine-styled shopping experience.

- Responsible for overseeing quality assurance, managing QA processes, and directing Spree E-commerce projects for Napers-owned magazine publishers, with shop fronts hosted and integrated on www.spree.co.za.
- Overseeing and maintaining virtual hosted environments to facilitate cross-browser testing, as well as Shopfront mobile application device testing for iOS *(iPhone, iPad)* and Android platforms.
- Lead sprint and test planning, test case documentation, scripting, defect tracking, cycle and progress reporting, and comprehensive reviews of products tested, ensuring alignment and integration with the Scrum Agile development methodology.
- Oversaw quality assurance and project development management, leveraging JIRA, Confluence, and Git to optimise workflow and collaboration.
- Directed the management and execution of regression, benchmark, performance, load, stress, exploratory, and integration testing for both front-end and back-end systems across development, pre-production, and live environments, utilising a range of automation tools and frameworks, including JMeter and Selenium/WebDriver.
- Collaborated and communicated with key stakeholders—including the CIO, product owners, project managers, scrum masters, designers, business analysts, and cross-functional departments *(Marketing, CMS, Support, Fashion, and Logistics)—throughout all stages of* development, release, and integration.
- Supervised and supported a team of three testers, overseeing all facets of test automation and coordinating with offshore testing resources 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 responsible for managing and executing Quality Assurance for all Zoona Mobile
    transaction products developed for 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 streamlines the information flow in the bill payment process by providing mobile bill
presentment & payment solutions to some of South Africa's largest corporations, which issue millions
of bills monthly.

-   I was responsible for managing and executing 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 three testers *(two in office and one remote)*
    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.

-   I was responsible for managing 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 two 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.

- I was responsible for the quality assurance of 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.
- Responsible for 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.

- I was responsible for the quality assurance of 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.
- Responsible for 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 four testers and the quality assurance processes for all Attix5-developed software.
- Installation, support, and administration of test environments, including Virtual Machines that support various plug-ins.
- Test planning, analysis: 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 Service-oriented architecture-based services, GUI clients, web clients, and server applications.
- Project Management, Documentation, and review responsibilities for all QA projects complementing the Extreme Programming SDLC.
- Supporting and liaising with product partners during tech trials, beta, and General availability release cycles.
- Change and release management for all products in collaboration with development managers, product managers, team leaders, operations, and support.

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.

- Responsible for the testing environment management of Virtual Machines running IBM Domino and Microsoft Exchange Servers.
- Tasked with the functional, regression, story, benchmarking, performance, sanity, exploratory testing, user acceptance testing, bug tracking, and test documentation for all projects implemented with Agile *(Scrum)* methodology.
- Tasked with planning and preparations for release candidate software and systems with program managers and team leaders.

Test Engineer (Full-time)
Thales (Global Telematics/Orchid tracking) | Telematics
January 2003 - Dec 2004 | Cape Town, South Africa
www.thalesgroup.com

Development 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 with IBM 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 the multi-platform testing servers and environments.
- Defect logging, reporting, and maintenance.
- Performance, load, stress, benchmarking, and regression testing of gateways, hubs and embedded telematics control units.
- Forward and backward compatibility testing for all 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 for TCP/IP, UCP, CSD, SMS, GPS, GSM, and GPRS communication 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 that enable the exchange of financial and medical information between medical practitioners, hospitals, pathology laboratories, radiologists, and medical aids. This generates 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 the pre-production and production databases.
- Deployment and configuration for development and testing servers and switches.
- Microsoft SQL and Oracle database administration, maintenance, and support for the live and testing environment databases.
- Backups and weekly maintenance of the switching infrastructure.
- Database-related testing and integrations from current 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

2014 - Curiosity Campus:

- **2014***:* Ruby on Rails fundamentals

2000 - 2001 - Lambert Systems:

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