**JAMES MACDONALD - Tester**

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I am an enthusiastic software tester, specialising in web and online, who approaches testing problems with a customer-focused view that helps teams build the right product or service. I have experience of working in a variety of SDLC models; and have collaborated with in-house, remote and offshore development teams.

I blog about my process of continuous learning and improvement as a Tester at: <http://knowledge-anxiety.blogspot.co.uk>

**Key personal qualities**

* Strong communication skills
* Proven ability to quickly grasp new concepts/technologies
* I work equally effectively on my own or as part of collaborative teams
* I take ownership of tasks and deliver results

**Experience and Expertise**

* Planning, designing and executing testing to help deliver projects including: multiple CMS and database-driven, mobile-optimised and responsive websites; pay-walled content and contextual functionality; web services and APIs; MS Windows applications; mobile apps on iOS and Android; user management systems; infrastructure and application upgrades; email CRM systems.
* I evolved my test approach from "traditional" scripted testing to a greater focus on leaner, more powerful Exploratory Testing - combined with Session Based Test Management techniques for reporting and gauging coverage.
* I have a particular interest in the cognitive aspects of testing.
* I am experimenting with Selenium WebDriver as an automation tool for regression checks, and studying basic coding (Ruby).
* I am experienced in requirements gathering, analysis and scope-setting.
* I have a background in Digital Marketing, particularly SEO and email marketing
* My customer-focused approach has been influenced by time spent supporting customers, creating product documentation, creating training guides and through regular contact with customers.

Currently studying: “Getting Started with Ruby on Rails” *(Udemy)*

Currently reading:“The Psychology of Software Testing” *(John Stevenson)*

**User support:** Issue management and resolution. Creation of training and guidance documentation. User communication. Liaising with infrastructure teams; managing planned or unexpected system outages. Co-ordinating and guiding internal-customer UAT

Tools and technologies I have recently worked with either for work or for my own interest include:

Selenium WebDriver, Ruby, Firebug, Browser Developer Tools, Sauce Labs, Jenkins, Applitools Eyes Express, Auto IT, Google Analytics, Google Search Console (Webmaster Tools), Fiddler, Rapid Reporter, IntelliJ, Java, Aptana Studio, RSpec, GitHub, Subversion, VirtualBox, VMWare, JIRA, TestLink

**Certification:**ISTQB (ISEB) Foundation Level Tester

**Employment**

**QA Engineer** Becrypt, London 06/2014 – Present

Tester working in cross-functional, product-based Agile teams.

Becrypt specialise in Enterprise-level security solutions for mobile working. Including full disk encryption products for Microsoft Windows, and secure centralised Mobile Device Management on iOS and Android.

- Introduced new techniques to the team, eg. Session Based Test Management

- Introduced lightweight documentation for test plans, test results

- Presented to the team on topics such as Inattentional Blindness, Exploratory Testing

**Test Analyst** IT Jell, Remote working 05/2014 – 06/2014

Short-term contract testing major upgrade to a suite of B2B websites, including the introduction of a tiered membership structure. As well as performing my own exploratory testing I handled triage and management of issues raised by an offshore test team.

*Sabbatical* 02/2014 – 05/2014

- Worked on a number of web and mobile testing projects for clients of Bugfinders

- Completed courses on topics including Selenium WebDriver, Ruby and Java programming and Critical Thinking

- Attended TestBash 2014 and other testing meetups

**Senior Test and Support Analyst** EMAP, London 03/2008 – 02/2014

Sole tester in Digital team developing and supporting multiple products across various platforms.

- Project managed introduction of IP-based corporate subscriptions to EMAP’s pay-walled websites. Defined requirements and scope; briefed supplier; carried out testing. Created guidance documentation for internal users

- Personally undertook project to analyse, monitor and improve performance (page load times) of websites

- Functional regression testing of all EMAP’s main applications and platforms for move of infrastructure to new hosting provider

- Tester on multiple other projects including introduction of subscriber-only email newsletters; launch of mobile-optimised and responsive websites; tablet apps.

**Project Test and Support Analyst (contract),** EMAP IT 07/2007 –02/2008

Major project to launch new-platform websites for EMAP’s ten leading B2B news brands - successfully rolling out 10 websites in 13 weeks.

- Testing and issue management. Liaising with developers

- Supporting Project Management team

- Liaising with, and advising, business teams to deliver sites to individual brand requirements

***Interim Marketing Manager*** *Emap Construct, London 04/2007 –06/2007*

**New Media Marketing Manager** Campden Publishing, London 11/2006 –03/2007

Developing brand-specific news and information-based websites for the business.

- Revitalised stagnant project, gathering requirements and introducing project plan, timetable and milestones for all involved parts of the business

**Marketing Manager** BRE Press,London01/2004 –08/2006

Delivering revenue targets across subscription products and one-off publications: setting and managing marketing budgets; devising and implementing marketing strategy across on- and off-line media. Managing Marketing Executive

- Collaborative hands-on, build and launch of *www.brepress.com* e-commerce website

**Marketing Manager** Emap Construct, London01/2002 –12/2003

Managing marketing for 3 business units

- Consistently increased traffic levels on *CareersInConstruction.com* under conditions of minimal investment and resource. Eg. No. of users in Oct 03 an 84% increase on Oct 01.

- Initiated company’s use of PPC to drive further traffic

**Previous roles**

**Senior Marketing Executive** Emap Digital 10/2000 – 12/2001

**Senior Marketing Executive** Metal Bulletin Plc 7/1996 – 9/2000

**Circulation Marketing Manager** Emap Media 6/1992 - 7/1996

**Senior Sales Support Exec** Guardian Royal Exchange 10/1990 - 4/1992

**Circulation Manager** Centaur Communications 3/1988 - 9/1990