**JAMES MACDONALD**

**Address**: Uxbridge, Middlesex, UB10 0DH

**Phone:** 07714 721204 *(mobile)* 01895 473920 *(home)*

**E-mail:** [macdonald.james+cv@gmail.com](mailto:macdonald.james+cv@gmail.com)

* I am an experienced professional who takes ownership of tasks and delivers results.
* I work equally effectively on my own initiative or as a valued part of collaborative teams.
* I have a track record of successfully handling multiple projects simultaneously.
* I possess excellent communication and reporting skills, and strong organisational skills.
* I am a lifelong learner, continuously studying relevant topics to improve my workplace skills and abilities.

**Demonstrated Behaviours**

* Problem-solving
* Commercial awareness
* Attention to detail
* Process improvement
* Reporting directly to senior management
* Collaboration with diverse internal teams
* Knowledge sharing
* Creating clear and concise information and documentation
* Liaising with and managing external suppliers
* Adaptability and flexibility

**Keywords: skills and specialist knowledge**

Software Testing, Quality Assurance, Digital Marketing, Digital Media, Mobile Applications, Email, Search Engine Optimisation, Software Development, User Support, Web Analytics, Requirements Gathering, Analysis, Critical Thinking, Documentation, Webmaster, Technology, Computing, Web.

**Professional Certification etc**

* ISTQB (ISEB) Foundation Level Software Tester
* SC Security Clearance

**Qualifications**

* HND in Communication Studies (2 years), Fife College of Technology
* OND in Media Studies (1 year), Fife College of Technology

Employment

**Quality Assurance Engineer** Becrypt, London 06/2014 – Present

Becrypt specialise in Enterprise-level security solutions for mobile working, with clients including UK Government. Solutions include encryption and data security for Windows and Apple PCs, and for iOS and Android mobile devices.

Highlights:

- Introduced new ideas and techniques to the team and presented internal learning sessions

- Introduced faster, lightweight documentation for test plans, test results

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

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

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

Sole testing specialist in team developing and supporting multiple products including websites, mobile applications and email newsletters.

Highlights:

- Project managed introduction of corporate subscriptions to websites. Defined requirements and scope; briefed supplier; carried out testing. Created guidance documentation for internal users

- Personally undertook project to analyse, monitor and improve loading speed of websites

- Provided advice and support to internal business teams on meeting their digital objectives

- Acted as Webmaster for the business, ensuring sites were constantly managed in line with best practices for Google and other search engines

**Project Test and Support Analyst** EMAP IT 07/2007 –02/2008

Major project to launch new-platform websites for this media company’s ten leading business news brands - successfully rolling out 10 websites in 13 weeks.

Highlights:

- Supported Project Management team, deputising for Project Managers

- Liaised with, and advising, internal clients to deliver websites meeting business requirements

- Specialised in testing and problem management. Liaised with programmers to resolve issues

**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.

Highlights:

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

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

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

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

Managing marketing for 3 business units

**Previous roles**

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

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

Interests and Activities

Cinema, Music, History, Guitar, Badminton, Technology