**JAMES MACDONALD**

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* 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

**Senior 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 data security and remote management 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