

# Dan Johansen

Test Lead and Quality Engineering specialist

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## SUMMARY

Dan has a diverse background in the trades and industrial services sector, where he has gained extensive experience in a variety of roles, from leadership and support to workshop management, team leadership, and national service management.

He is committed, resilient, and hardworking, with a passion for learning and a strong focus on continuous improvement. Dan thrives in collaborative environments and enjoys working with people to drive positive outcomes across all domains.

Bringing a positive attitude and a strong sense of personality to his team and clients, he fosters an environment of trust and productivity. Dan is innovative and collaborative, leveraging the strengths of his colleagues to deliver high-quality solutions for any task at hand. With a hands-on, delivery-focused approach, his technical expertise and problem-solving skills allow him to see the bigger picture and provide robust, effective solutions to complex challenges.

## EXPERIENCE

### Judo Bank, Melbourne — Test Lead, Test Engineer

JULY 2021 - PRESENT

- **Risk-Based Test Strategy & Quality Maturity:** Lead the initiation and implementation of a risk-based test strategy, driving the development of client quality maturity models aligned with the Testing Centre of Excellence framework.
- **Core Banking Migration Testing:** Provide comprehensive testing and quality assurance services to support a major core banking transformation for a live service challenger bank, ensuring seamless transition and minimal disruption. Successful cutover of banking operations from SAAS third party platform to bespoke microservices cloud leveraging smart contracts in a single night with zero downtime of services.
- **Test Data Automation & Management:** Spearhead the automation and management of test data for core migrations, along with the development and implementation of regression testing methodologies to ensure consistency and reliability.
- **Test Leadership in Agile Projects:** Act as Test Lead across multiple projects, collaborating within Agile teams to cultivate high-performing, flexible, and resilient quality engineering practices.
- **Hybrid Testing Roles:** Leverage technical expertise in hybrid testing roles to contribute to the development of an automation framework, enhancing test efficiency and coverage.
- **Automation of Regression & Progression Testing:** Design and implement automated regression and progression testing using Python, Selenium, and Postman, integrated into CI/CD pipelines to create fully automated test suites for continuous delivery.

### Elenium Automation, Essendon — Support coordinator

JULY 2020 - JUNE 2021

- **Product Support Strategy:** Led the development of a new product support department and strategy for our range of AI computer vision based medical devices and aviation automation products.
- **Jira Administration & Development:** Implemented, administered

## EDUCATION & CERTIFICATIONS

ISTQB Advanced Test Manager Certification

ISQi 2024

ISTQB Foundations Certification

ISQi 2021

Certified Agile Essentials Certification

ISQi 2021

Bachelor of Communications

Griffith University 2018

Graduate Certificate in IT

CQ University 2020

## SKILLS

Test Strategy and Planning

Test Data Management

Automation and CI/CD integration

Test levels:

- System/Unit testing
- Integration testing
- End to end testing
- Regression testing
- User acceptance testing

Team development and leadership

and customized Jira to optimize business processes, improving project tracking and collaboration.

- **Documentation Creation:** Created comprehensive documentation, including customer-facing materials, technical/engineering documents, work instructions, and manuals, ensuring clarity and accuracy.
- **Internal IT Support:** Provided hands-on IT support for on-premises servers, employee laptops, and device repair, ensuring operational continuity and minimizing downtime.
- **Technical & Project Support:** Delivered technical and project support for high-tech aviation systems and medical devices, ensuring adherence to industry standards and successful project outcomes.
- **Functional, Non-Functional, and Performance Testing:** Conducted extensive functional, non-functional, and performance testing, performing defect analysis on both hardware and software components to ensure optimal product quality to AS13485 compliance.

## Bayford Ford, Bundoora — Service Advisor/Consultant

NOVEMBER 2019 - APRIL 2020

- **Integration Project - Ford Service Principles:** Led the alignment of branch-level activities with Ford's service principles, ensuring consistent and high-quality service delivery across all operations.
- **Customer-Centric Strategy Development:** Spearheaded the uplift and development of customer-centric strategies, enhancing service quality and strengthening customer relationships.
- **End to End customer experience:** Managing the complete customer journey, overseeing 18-30 vehicles per day and ensuring a seamless, high-quality service experience from booking through to service completion.
- **Training & Support for Leadership:** Delivered training and ongoing support to the Service Manager, Workshop Manager, and other leadership roles, ensuring smooth implementation and adoption of the new service strategies.

## Heavy Metal Diesel Repairs, Melbourne — Company Director

APRIL 2016 - OCTOBER 2019

- **Owner/Operator of Heavy Diesel & Industrial Machinery Repair Business:** Successfully ran and managed a business specializing in the repair and maintenance of heavy industrial machinery across the mining, transport, materials handling, earthmoving, and construction sectors.
- **Mobile & Workshop Repair, Engineering and Fabrication services:** Delivered both onsite and workshop-based repair services to a diverse customer base, maintaining a fleet of equipment and machinery for a wide range of industries.
- **Customer Relationship Management:** Built and maintained strong relationships with approximately 80 regular customers, ensuring customer satisfaction and repeat business through high-quality service delivery.
- **Stakeholder Liaison:** Liaised with a wide range of stakeholders including customers, machine operators, parts suppliers, subcontractors, insurance assessors, and technical support officers, ensuring seamless communication and achieving desired repair outcomes to their nominated budgets.
- **Financial Tracking & Management:** Utilized business software to track and manage budgeting to ensure the business remained financially healthy and efficient.

## TOOL EXPERTISE

JIRA / Confluence

SharePoint

Git/Github

Languages:

Python

Java

C#, C++, C

HTML/CSS

Javascript

Frameworks:

Laravel

React

Ruby on Rails

NextJS

Django

FastAPI

Gherkin/Cucumber

SQL/Postgresql

Xray for Jira

Postman/Soap UI

Swagger/OpenAPI

VSCode/Eclipse

NewRelic

AWS & Azure services

Snowflake

Docker

PowerBI

Azure DevOps

Kafka

FastAPI

Sauce Labs

## DOMAINS

Banking

Finance

Automotive

Aviation

## SYSTEMS

Salesforce

AWS & Azure

Thoughtmachine Vault

Temenos T24

## Previous Roles, Melbourne — *Various roles*

OCTOBER 2001 - APRIL 2016

I have gained a diverse skill set through a variety of roles and short-term contracts, primarily focused on business uplift, development, and operational excellence. Below is a categorization of my experience, highlighting key responsibilities and achievements.

### People / Relationship Management – Leading Hand

- **Key Responsibilities:**
  - Directed and mentored staff, driving team efficiency and customer service excellence.
  - Developed and implemented strategic plans to improve workshop performance, focusing on optimizing processes and resource allocation.
  - Created reporting standards and guidelines to track team performance and service quality, ensuring consistent improvements.

### Policy & Business Infrastructure – Product Manager

- **Key Responsibilities:**
  - Led a major business transformation initiative, including the deployment of a new software package.
  - Managed complex change management processes, including the development and implementation of retraining procedures for staff.
  - Focused on realigning the business toward customer-centric principles, facilitating customer service improvements through targeted training and development programs.

### Strategic & Business Re-engineering Management – National Service Manager

- **Key Responsibilities:**
  - Managed a large team across multiple locations, offering both direct and indirect leadership to ensure alignment with business goals.
  - Developed tailored training and career progression plans for direct reports, focusing on skills development, retraining, and promotions.
  - Drove significant business growth by expanding into new markets, creating new company structures, and refining operational processes to handle increased demand.
  - Refocused business principles, realigning the company's strategy around key performance tenets to ensure sustainability and scalability.

### Technical / Diagnostics & Systems Engineering – Mechanic / Field Technician

- **Key Responsibilities:**
  - Conducted diagnostics and repairs of complex systems under high-pressure conditions, consistently meeting quality and safety standards.
  - Executed both routine and complex repairs, including full system overhauls, ensuring minimal downtime for clients.
  - Utilized advanced technical knowledge to solve difficult repair challenges quickly and efficiently, delivering results on time and to a high standard.

## METHODOLOGIES

Agile

SAFe

Waterfall

Kanban

Scrum