**Daniel Linehan**

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Well-rounded and value-driven professional looking to advance in a career as a Product Owner. Certified Scrum Master and Product Owner. Substantial experience in agile methodologies on large scale projects. 13 years of experience in Software Testing/QA, and 3 years as a Test Manager. Proven expertise across the Telecoms, IPTV and Insurance industries.

Completed a Diploma Course in UX with project work available to view at: <https://uxfol.io/daniellinehan>. The course included User Research and Usability Testing, Competitive Benchmarking, creation of Customer Journeys and Wireframes.

***Proven expertise in:***

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| --- | --- |
| * Agile / Scrum Methodologies * UX Research & Design * Web & Mobile Technologies * Quality Assurance | * Requirements and Backlog Management * Leadership & Team Building * Stakeholder & Customer Engagement * Project Planning & Delivery |

**Professional Experience**

8West Consulting – Cork

**Senior Agile Tester**, 2015 – 2020

***Member of agile Scrum team for Delta Dental of Washington working with the Product Owner in Seattle.***

* Led agile User Story refinement and Sprint Planning sessions.
* Conducted Daily Scrum meetings to track burndown rate for current sprint.
* Operated multiple tools, including Microsoft TFS and Azure DevOps for management of User Stories and Product Backlog.
* Oversaw test execution on various Mobile and Desktop front-end web technologies as well as SQL Server, Amazon Web Services, and Sitecore Content Manager.
* Verified successful implementation of Google Tag Manager and Google Analytics

***Key Achievements:***

* Delivered upgrade of legacy Dentist Web Portal to Sitecore content-managed mobile responsive website with improved UX.
* Collaborated in Design Sprints and Hackathons with key stakeholders to overhaul UX of applications within the customer website.

SQS (now Expleo) – Dublin, Ireland

**Senior Consultant,** 2012 –2015

***Played a key role as Test Manager on-site at the Eircom headquarters and delivered five major releases for Tier 1 Programme integrating a new CRM/Billing system to introduce Fibre Broadband, TV, and Quad-play bundling solutions.***

* Led a team of up to 22 members including 12 onshore and 10 offshore resources.
* Developed Test Strategies and Test Plans for major releases, co-ordinating the schedule with release of upstream and downstream systems and Business Acceptance Testing
* Represented test team in agile user story workshops with SMEs from all business areas.

***Key Achievements:***

* Represented test teams while attending daily War Room meetings with senior program stakeholders.
* Reporting to senior program stakeholders and reported testing status and KPIs.
* Supervised daily stand-ups and Defect Triage meetings with development team in Austria.
* Monitored test case availability and test execution rates in Quality Centre/ALM.
* Communicated with off-shore test teams and implementing a Knowledge Transfer plan for new off-shore team members

Digisoft.tv– Cork

**Software Test Engineer**, 2006 – 2011

***Supervised testing on multiple work streams across a range of applications with concurrent test windows, including web applications, Java based Set Top Box applications and head-end servers.***

* Implemented system tests for web and Java applications.
* Analysed data such as XML metadata files for movie, and viewer information.
* Arranged test environments including network setup, application and database servers.

***Key Achievements:***

* Led testing of the installation of an IPTV solution for a large Telecoms company in New Zealand.
* Presented product demonstrations to company board members, investors and customers
* Travelled to customer sites to test integration with customer systems and run User Acceptance Test

*Prior experience as* ***Software Tester/Business Analyst****, in 2005 with John Hancock.*

**Education and credentials**

**BSc –** **Business Information Systems,** University College Cork (2002-2006)

**Certification:** PSM Certified Product Owner | PSM Certified Scrum Master

**Diploma in UX Design**, UX Design Institute/Glasgow Caledonian University

**Mobile UX Course | UX Foundation Course**, UX Design Institute

**Professional Development**

ISTQB/ISEB - Foundation Level in Software Testing | ISTQB - Advanced, Test Management | SQS Fundamentals of Test Automation | WizdomQA Full Stack Test Automation Program