

Professional Profile

- Certified Software Tester with ISEB Foundation (CTFL) & Intermediate (ICST) accreditation.
- Certified Business Analyst (FCBA) with experience in technical and complex financial technology.
- Pro-active, highly motivated and enthusiastic professional with a genuine passion for quality.
- 10+ years practical experience in finance, retail, gaming, gambling, estate agency, and insurance.
- Experienced with working in Agile and Waterfall environments; using Kanban and Scrum.
- Highly organised, forward-thinking, team-player with a keen eye for detail.
- Proficient in all aspects of the development life cycle, from requirements gathering to regression testing.
- An excellent, articulate communicator, and confident liaising with developers, project managers, key stakeholders, and people in non-technical roles.

Qualifications & Training

- 2016 - BCS (FCBA) Foundation in Business Analysis
- 2015 - BCS ISTQB (ICST) Intermediate in Software Testing
- 2013 - Consultancy Skills course
- 2012 - Functional Testing QuickTest Professional 11 Advanced course
- 2012 - Functional Testing QuickTest Professional 11 Essentials course
- 2011 - BCS ISTQB (CTFL) Foundation in Software Testing
- 2009 - Digital Music & Computer Games Design - BA (Hons) 2:1

Experience

SIMPLY BUSINESS, SENIOR SOFTWARE TEST ENGINEER; MOORGATE (JUNE 2019 - PRESENT)

- Responsible for test management and execution across several customer facing applications that enable policyholders to self-serve and manage their policies in the UK and US.
- Sole tester for several engineers working in an Agile and Scrumban environment.
- Running walkthroughs, product demonstrations, fortnightly test council, and team ceremonies such as sprint planning, refinement, retrospectives, stand-up, etc.
- Assisting our call centre staff with customer queries and technical issues.
- Testing major initiatives such as One Time Code login, Renewal Fee, and the US Customer Account.
- Introduced software to help engineering with functional cross-browser and cross-device testing.
- Working with languages such as Ruby, Ruby on Rails, React, and JS.
- Using a number of tools for various purposes; Github, Jenkins, NewRelic, Airbrake, AWS, Browserstack, Docker, Cypress, Rapid7, Tenable, Litmus, Email On Acid, Trello, JIRA.
- Simply Business Team of the Year, 2019.

NEWDAY, CREDIT RISK TESTING SPECIALIST; KING'S CROSS (JANUARY 2018 - JUNE 2019)

- Tested the decision systems for own-brands (Aqua, Fluid, Marbles, Opus) and co-brands (such as Amazon, AO, Argos, and Topshop)
- Embedded in the credit risk team to implement new decision strategies in a Waterfall environment.
- Accountable for test planning, test execution, delivery and daily / weekly reporting.
- Reduced the amount of shipped defects from three (for each deployment) to one (annually).
- Used tools such as Excel and ALM / QC for writing test cases, test execution, and bug tracking.
- Became key contact with third parties (Experian and Provenir) to support out of hours issues.

CONNELLS GROUP, SENIOR TEST ANALYST; DUNSTABLE (JULY 2017 - JANUARY 2018)

- Worked on multiple applications and leading the test effort on various projects including updating the entire company to Windows 10, Part Exchange app, sequence.co.uk, connells.co.uk, and hatched.co.uk. Also worked closely with end users, business analysts and developers to improve their core applications.
- Responsible for four test analysts, working across a number of platforms and teams, and assisted the transition from Waterfall to Agile utilising previous experience.
- Wrote business cases and implemented software to help the online development and test team with functional cross-browser and cross-device testing.
- Used Team Foundation Server as an SDLC tool, as well as defect logging, management and resolution.
- Attended and contributing to daily scrum meetings, weekly walkthroughs, and product demonstrations.
- Executed daily UAT sessions whilst managing observations, defects, and environmental issues.

CABOT CREDIT MANAGEMENT, CONTRACT QA LEAD; BRACKLEY (JANUARY 2017 - JULY 2017)

- Worked on a major migration and re-platforming project in an Agile environment to align multiple businesses and bring all users across multiple sites on to a single system.
- Managed the System, System Integration and User Acceptance Test (UAT) coordination.
- Testing DD, AUDDIS, and BACS files to ensure customer repayments were migrated and correct.
- Produced test plans, test strategies and risk assessment documentation.
- Trained approximately 15 non-technical business users to conduct exploratory testing and UAT.
- Designed, created and maintained the UAT KPI spreadsheet for the project team and stakeholders.
- Ensured migration and product changes continued to be PCI-DSS and FCA compliant.
- Executed daily UAT sessions whilst managing observations, defect, and environment issues.

ELEVATE, CONTRACT SENIOR QA; COVENT GARDEN (APRIL 2015 - OCTOBER 2016)

- Worked on sunny.co.uk as a web-based instalment loan product utilising Agile and Kanban in three different teams; Core Mechanics (backend, payments, statements), Customer Experience (front end, device testing, customer journey) and Risk (decisioning, underwriting, verification).
- Main focus was on affordability, payment systems, re-branding and vulnerable customers.
- Tested the application against multiple Android, iOS devices, operating systems and browsers.
- Captured defects at all phases of the SDLC with frequent exploratory testing, using Target Process.
- Automated using Selenium IDE for regression testing to ensure maximum coverage and quality.
- Occasionally hosted daily scrums, sprint planning, and sprint retrospectives.
- Managed six to eight offshore resources across two teams, depending on the project.
- Created documentation for multiple QA teams and managed test scripts for ST, SIT and Regression.
- Conducted interviews for Junior and Senior QA Analysts.
- Elevate Credit International Team of the Year 2015.

OAKAM, CONTRACT LEAD TEST ANALYST; TOTTENHAM COURT ROAD, (NOVEMBER 2014 - MAY 2015)

- Leading the quality assurance of a small development team and ensuring all system changes comply with FCA regulations, including rate cap, affordability checks and redress initiatives.
- Worked on internal oakam.com software for faster and better decisioning in an Agile environment.
- Writing test strategies, plans, and cases, as well as capturing defects in Team Foundation Server.
- Test planning and execution at System, System Integration and Regression Testing phases.
- Feeding test metrics and progress back to key project stakeholders.
- Validating loan management calculation outputs for FCA compliance.
- Writing white papers to introduce processes and procedures such as raising defects, regression through automation, and daily reporting.

THINK FINANCE, TEST ANALYST; COVENT GARDEN, LONDON (DECEMBER 2012 - OCTOBER 2014)

- Primarily worked on quid.co.uk and sunny.co.uk, both as a web-based line of credit products, in operational risk to analyse underwriting and verification requests and responses for improving profitability by reducing the cost of loan through better lending.
- Used Target Process as an SDLC tool to create user stories and capture defects for resolution.
- Provided daily reports to provide visibility for stakeholders.
- Wrote the test scripts for System Integration Testing, User Acceptance Testing, and offshore regression.
- Delivered test strategies, plans and updated existing documentation to meet business requirements.
- Agile testing using Test-driven development, Behaviour-driven development, and Scrumban.
- Out of hours (evening, weekend and bank holidays) support.

GALA CORAL, CONSULTING TEST ANALYST; NOTTINGHAM & DERBY (AUGUST 2012 - DECEMBER 2012)

- The primary application under test was a revenue protection system that prevented and highlighted discrepancies in cash flow to head office.
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- Wrote test plans and test strategies for a number of internal projects.
- Identifying and documenting test conditions.
- Assisting with User Acceptance Testing for stakeholder approval.
- Capturing test cases and defects in Quality Centre.

HOME RETAIL GROUP, CONSULTING TEST ANALYST; MILTON KEYNES (AUGUST 2011 - AUGUST 2012)

- Worked on the Argos digital browser project which aimed to replace the physical in-store catalogues to save the company in excess of £16MM per year.
- Writing the test scripts for SIT and UAT stages with manual execution of all scripts.
- Training 1st line support for fixes and functionality, plus 2nd and 3rd Line Support to stores.
- Designing and creating APK memory upgrade documentation for third party engineers.
- Creating and performing use case scenarios to improve application responsiveness.

SOFTWARE QUALITY SYSTEMS, CONSULTANT; MOORGATE, LONDON (JULY 2011 - JUNE 2013)

- Managed accounts and provided weekly reports to Client Delivery Managers.
- Involved with all stages of the SDLC, including ST, SIT, UAT and Regression testing.
- Received an 'Excellent' rating with 100% positive feedback from clients.
- Worked closely alongside clients to deliver every project on time.

SEGA EUROPE, FUNCTIONALITY TESTER; CHISWICK, LONDON (MAY 2009 - SEPTEMBER 2009)

- Functional testing AAA titles during pre-alpha, alpha, and beta stages.
- Creating daily test and feedback reports for multiple external development studios.
- Software and hardware environment management.
- Writing, maintaining, and updating test scripts.