**Helen Fish**

**TEST/QA MANAGER**

**Mobile: 07967187083 Email:** [**helen.fish@hotmail.co.uk**](mailto:helen.fish@hotmail.co.uk)

**Personable and decisive QA leader with extensive experience in the development of QA practises and testing standards for new applications/products and enhancements to existing applications/products throughout the development lifecycle, offering the following:**

* **Highly experienced in defining test strategies**
* **Proficient in implementing the following: Agile, DevOps, CI, CD, TDD and BDD**
* **Thorough understanding of agile and traditional implementations**
* **Strong stakeholder management skills**
* **Extremely motivated with the ability to meet challenging deadlines in a fast paced delivery environment**
* **Excellent ability to prioritise tasks and work on multiple projects simultaneously**
* **Ability to manage teams of people from 1-70, including offshore and nearshore resources, contractors and consultants**
* **Security Cleared**

**EMPLOYMENT HISTORY**

**Expleo Group (formally known as SQS) Mar 2018 -**

**Test Manager**

Responsible for managing a variety of projects for 2 major clients within the Gaming & Entertainments industries

**Key Achievements**

* Implementing and piloting DevOps as a new practice
* Re-defining test processes to make them more agile
* Defining a strategy for defect management

**Key Responsibilities**

* Managing offshore teams
* Promoting the use of testing best practices and automation in line with the overall IT test strategy
* Providing status updates to senior management

**Made a strategic decision to take a sabbatical from work due to family reasons Mar 2016-Mar 2018**

**Open Destinations Ltd Dec 2014-Mar 2016**

**Head of Quality Assurance**

Responsible for improving the test and QA functions of the offshore team in Goa

**Key Achievements**

* Improving test coverage by improving end to end processes
* Introducing key metrics and KPIs
* Increasing automation knowledge within the offshore team by 50%

**Key Responsibilities**

* Performing an analysis of the QA function in India in order to implement more efficient test processes
* Defining a test strategy
* Providing guidance to the VP of QA in India in relation to test processes and procedures
* Developing & Monitoring QA processes and tools
* Being the central point of contact for resolution of QA issues
* Communicating project and release status to the Senior Management team in London

**Amsphere Ltd Jun 2014-Oct 2014**

**Head of Testing Delivery**

Working in a dual consultancy role as Head of Service Delivery for Boots and Head of Testing Delivery for Ladbrokes

**Key Achievements**

* Providing metrics using Jira as a defect tracking tool

**Key Responsibilities**

* Organising delivery workshops for the BAs and the Business to determine the HLRs and DLRs (Boots)
* Providing key stakeholders with regular progress updates (Boots & Ladbrokes)
* Facilitating issue resolution to ensure schedules remained on track and that issues were resolved through appropriate agreed solutions

**Marks & Spencer Ltd**

**Programme Test Assurance Manager Feb 2013-Feb 2014**

Responsible for building up the first in-house test team within the Multi-Channel department which contributed to the successful launch of the M&S.com platform move from Amazon

**Key Achievements**

* Setting up an internal automation test team within the Multi-Channel department to help successfully deliver the new M&S.com platform on time and on budget
* Introducing BDD to the software engineering team which then led to the process being used by other departments
* Implementing Agile within the International team which achieved recognition from other departments

**Key Responsibilities**

* Defining new DevOps and Continuous Delivery processes with other IT Managers to implement within the Software Engineering department
* Analysing business requirements and reviewing business and functional specs to formulate testing needs to ensure business requirements were met
* Defining the test strategy for the new in-house testing department
* Managing test activities by liaising with development and business teams
* Planning resource across multiple projects
* Generating reports on testing progress and defect status
* Performing 6 monthly appraisals and fortnightly 1-2-1s
* Managing 3rd party service providers and defining SLAs and standards

**SG Gaming (formally known as The Global Draw, Barcrest and Games Media) Dec 2011-Feb 2013**

**QA Manager**

Responsible for the integration of 4 independent QA teams from 3 different companies after the acquisition of Barcrest & Games Media by The Global Draw, whilst simultaneously ensuring all releases successfully meet the required deadlines.

**Key Achievements**

* Defining the organisational structure of the QA team
* Implementing and re-defining test processes internally and for third parties
* Defining and implementing reporting procedures

**Key Responsibilities**

* Planning and coordinating test activities across multiple vendors
* Identifying key areas of risk and implementing preventative measures
* Ensuring the smooth end to end process from project initiation to project delivery

**Sportingbet Mar 2007-Dec 2011**

**QA Manager**

Responsible for managing distributed agile teams in London, Budapest, Lviv, Belgrade and Chennai delivering web based projects across 28 sites in over 20 languages.

**Key Achievements**

* Developing a team from 6 to 70 over 3.5 years
* Managing near and offshore teams in up to 5 different locations
* Responsible for the delivery of up to 72 projects a year from a QA perspective
* Implementing new testing tools – Selenium for automation, SoapUI for integration and LoadRunner for Performance testing
* Reducing the amount of manual testing by two-thirds due to increased scope of automation
* Defining and implementing SLA’s across all third parties
* Devising a set of metrics to present to CIO and senior management after every release
* Implementing vertical streaming within the team and introducing the role of Subject Matter Expert (SME) for each area

**Key Responsibilities**

* Managing a budget of £2 million
* Reviewing business cases for triage meeting to provide high level project estimations
* Weekly reporting to CIO and senior management
* Attending project kick off meeting
* Performing 6 monthly appraisals and monthly 1-2-1 meetings
* Collaborating with teams across the organisation to implement process improvements, standards, best practise and driving a quality culture
* Ensuring process and quality standardization across all testing environments

**Vizuri/Sogeti Mar 2007- Dec 2009**

**Senior Consultant: Seconded to Sportingbet to improve test processes and increase testing scope**

As a Sogeti consultant I increased Sogeti presence onsite from 3 to 20, making it Sogeti’s joint biggest account and bringing in a million pound contract.

**MIVA Apr 2006-Feb 2007**

**Senior Test Analyst**

Responsible for all web-based testing for the Media division of the business (Pay-Per-Click Advertising)

**Service Works Global Aug 2004-Apr 2006**

**Senior Tester**

Worked on multiple projects simultaneously, often under very tight deadlines and created test scripts using Test Director in preparation for automated testing

**William Hill Mar 2003-Aug 2004**

**Senior Test Analyst**

Achievements included the introduction of new methods of presenting testing statistics into the team and

carrying out a testing tool evaluation

**GlaxoSmithKline (GSK) Aug 1999-Dec 2002**

**Senior IT Analyst**

Responsible for co-ordinating the system’s testing team (comprising 4 team members) on a multi-million pound project, which involved the re-platforming of GSK’s financial and logistical forecasting application

**Amoco Sep 1997-Mar1999**

**Tester**

Worked towards the global implementation of SAP R/3 as part of the German team, writing and executing scripts in German. This experience led to a **Team Lead** role for a second implementation (in English)

**PROFESSIONAL QUALIFICATIONS**

ISEB Foundation Certificate

**COURSES**

* Foundation in DevOps

**LANGUAGE SKILLS**

* English (native) German (fluent) French (degree standard)

**EDUCATION**

**University of Northumbria, Newcastle 1988-1992**

BA (Hons) in Modern Languages (German and French) and International Business Finance