**Aiden Long**

**Test Analyst/Business Analyst**

Cheltenham

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Willing to relocate: Anywhere

WORK EXPERIENCE

**Test Integration & Automation Engineer**

**Northrop Grumman-** Cheltenham – September 2016 to December 2016

• Test Automation framework created for business critical systems using Python Selenium and Microsoft Excel.

• Recognising opportunities to improve and create Test Automation capability, ensuring coverage efficiency.

• Working in multiple environments within a collaborative team (Software/System Engineers, Project Manager and customers).

• Investigations into root-cause analysis of failures, hardware or software, using the appropriate tools and recommend solutions to the relevant teams for resolution.

• Demonstrations of Agile sprint cycle progress; coaching/mentoring/inspiring others in Automation best practice

• Defining and executing test activities independently and under direction of more senior test professionals.

• Use of Git as a Configuration Management tool to monitor version control and changes.

• Development and planning of test and integration environments

• Use of virtualisation and cloud technologies.

**Contract Test Analyst (Rolling Contract)**

**Saffron Building Society** – Great Chesterford - June 2016 to September 2016

• Collaborating with stakeholders and the customer on the Nexus programme; delivering high quality financial solutions within the mortgage and savings domain.

• Following a waterfall methodology and working closely with permanent and contract staff to meet strict strategic deadlines.

• The 3 primary stages of the DPR Programme covered migration, direct mortgage portal and branch portal access.

• The role required Full Testing Lifecycle experience, Test Preparation, Early Visibility Testing (EVT), Systems Integration Testing (SIT) and User Acceptance Testing (UAT).

**Product Consultant**

**Capita** - Trowbridge - May 2015 to April 2016

• Collaborating with the Product Owner and users of the system to understand and validate the

requirements.

• Designing Web and App solutions to meet user’s needs and optimise UX.

• Use of best practices in Coding, Configuration Management, Unit Test and Design across 2 week sprint cycles.

• Daily Contributions to Scrum/Kanban meetings, daily stand-ups, Agile planning and backlog meetings.

• Supporting test automation tools that meet development team’s requirements. Collaboration with Product Owner and users to ensure it meets their needs.

• Validation and cross browser testing of new Bootstrap products using SOAPUI, XML and SQL.

• Cross training staff and end users of new functionality. Providing product demonstrations and webinars to end users.

• End-to- end testing, simulating user stories and the coverage of high risk scenarios.

**Junior Site Manager/ Project Manager**

**New Dawn Homes** - Cheltenham - January 2015 to April 2015

• The role was spent upskilling and shadowing experienced project managers and site managers.

**Test Analyst**

**EDW Technology LTD** - Milton Keynes - January 2014 to December 2014

• Creation of Test Plans, Test Cases and Test Scripts from Minimal Requirements, User Stories and Use Cases, using Microsoft Excel and Microsoft Word. • Interrogating Databases using ORACLE/TOAD/SQL

• Test Execution of Cloud-based Data Models, ETRM, Products and In-House systems- from initial Salesforce quotation and pricing through to CRM and billing (In both the Half Hourly and Non-Half Hourly Markets)

• Testing of Energy Pricing Models, Forecasts, Dataflows and Energy Products for HH and NHH Markets.

• Functional Testing of Commodities and New Products ensuring that OFGEM standards are maintained.

• Management and Reporting of Test Progress and outstanding Defects to Stakeholders using JIRA, Confluence, Test Rail and Defect Triage meetings to effectively manage project risk.

• Maintenance and Testing of Live and Test environments using STEMGUI and Linux/Bash Scripting.

• Supporting Client Go-Live installations.

• Testing and maintaining Product Release documentation.

• Performing First-Apply tasks to ensure environment stability and Technical Documentation.

• Use of Functional Specifications, Technical Documentation, Use Cases and personal experience to

ensure requirements are met and value is offered.

• Working closely with Business Analysts, Product Analysts, Developers, Architects and Testers to

ensure projects are completed on time and on budget.

• Regression, Black and White-Box Testing of existing product functionality across the full sales cycle.

• Ensuring that all Defects are managed efficiently to ensure profitability and reduce dependencies.

• Manual Testing of Connector tools and APIs to ensure Bulk loading of New and existing Business Contracts.

• Managing multiple projects simultaneously whilst ensuring successful completion of company objectives and targets.

• Communicating with Clients, Development, Management and Stakeholders to adhere to strict time-scales and project deliverables.

**Test Analyst**

**Invar Systems** - Cranfield - July 2013 to January 2014

• Creation of Test Plans, Test Cases and Test Scripts from minimal Requirements and User Stories

• Defining and evaluating Exit Criteria for each Test Phase across the Full Development Life Cycle.

• Management and Reporting of Test Progress and outstanding Defects to Stakeholders through Test Metrics.

• Installation and Integration of Hardware, Software and Products across platforms.

• Configuration of Parameters and Algorithms.

• Leading SAT, FAT and Acceptance Testing with Clients, Consultants and Stakeholders.

• Black and White-Box Testing.

• Manual, Load and Performance Testing Using Test Tools.

• Communicating with Clients, Development, Management and Stakeholders to adhere to strict time-scales and project deliverables.

**Test Analyst** - Mortgage Fraud and Underwriting Domain (Secondment Position)

**Lloyds Banking Group** - Gloucester - November 2012 to July 2013

• Responsible for ensuring adherence to FSA/FSO standards.

• Creation of Test Cases, Test Scripts and Test Data from User Stories and Functional Specification-

ensuring that all Test Requirements are met.

• Ensuring that all Defects are raised and resolved within strict timescales.

• Use of HP Quality Centre and Microsoft Excel to Create Test Architecture, to manage Defects,

Work Items and for Test Execution.

• Creation and maintenance of Test Environments and Test Data.

• Manual and Regression Testing of the Lloyds and TSB Core Banking Systems (Including UFSS, MSP, AWD, Falcon, CACS).

• Retesting Defects to ensure the timely delivery of high quality software.

• Performing Incident Reports and working closely with colleagues to ensure Tests and Defects are

streamlined.

• Ensuring appropriate Test Data and Test Conditions are met.

• Acting as a Subject Matter Expert to ensure continuous improvements for complex processes in terms of scale, scope and specialism with cross-divisional impact.

• Working in an AGILE environment ensuring Test Leads and Test Managers are updated with personal and team progress.

**Acting Team Leader**

**Lloyds Banking Group** - Gloucester - January 2012 to November 2012

• Managing work volumes and liaising with higher management in order to maintain Service Level

Agreements through the use of Management Information Reports (MI)

• Supporting and coaching colleagues to maintain high levels of quality and productivity.

• Developing strong management relationships and working cross functionally to deliver common business objectives.

• Lead, coach and motivating all team members to ensure business, personal and team targets are achieved within agreed timescales.

• Resource planning for the team using MI for planning, forecasting and producing team resource schedules that meet business demands.

• Utilising human resources in an effective and safe manner, monitoring progress to ensure completion of tasks.

• Recognising process changes and improvements in order to treat customers fairly.

**Senior Collections Specialist**

**Lloyds Banking Group** - Gloucester - August 2010 to January 2012

• Communicating with customers, external companies, line managers and head of departments through written and verbal communication.

• Analysing individual customer budget plans and negotiating affordable repayment arrangements with customers, for now and in the future.

• Reviewing processes and procedures on a regular basis to ensure maximum efficiency is maintained and processes kept up-to- date.

• Acting as a Subject Matter Expert, helping to effectively train and develop staff where required to meet business requirements.

• Handling and minimising complaints at the first point of contact to ensure a fair outcome.

• General Administrative duties to control and manage customer correspondence, key performance indicators and individual targets.

**Sales Supervisor**

**JJB Sports PLC** - Gloucester - October 2005 to August 2010

• Involved in aspects of the day-to- day running of the store, ensuring sales targets and expectations are outlined to staff.

• Coaching and training staff to maximise knowledge of new product ranges, resulting in higher sales and customer retention.

• Providing outstanding customer service at all times.

• Processing and monitoring incoming and outgoing deliveries, ensuring that stock levels are correct with no discrepancies.

• Driving sales by building lasting relationships with customers

• Recommending suitable solutions to customer enquiries; cross-selling products to hit regional and national KPI targets.

• Visually merchandising stock to maximise customer sales.

• Inspecting product levels and storage areas to maximise stock.

• Creating and adjusting staff rotas based on business demand.

• Processing transactions for stock and offering refunds to customers when required.

• Balancing sales ledgers to ensure daily store takings are accurate.

• Key holder, responsible for securing the store in a safe and efficient manner.

**EDUCATION**

7 A-Levels in Maths, Business, Media, History, General Studies, Geography, Biology

The Crypt Grammar School

12 GCSEs Grade A-C

The Crypt Grammar School

**Additional Skills**

REPS Level 2 & 3 Fitness Instructor & Certified Personal Trainer.

ISEB/BCS Foundation Level Test Analyst.

SQL for Software Testers. Selenium Automation Foundation for Testers (WCC College).

Learn-to- Trade Graduate (Knowledge-to- Action).

BCS Foundation Level Business Analyst