# Mandeep Kaur

# Test Manager

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## PERSONAL PROFILE

I am an able communicator, highly motivated and able to motivate others. I work well using my own initiative as well as part of a team. Always enthusiastic, I thrive in challenging and am determined to succeed. I have Eleven years testing experience, with over seven years’ experience of managing test teams both on shore and offshore through the software development lifecycle, employing my leadership skills and managing, developing and stimulating others to achieve their objectives. I have the drive, determination and dedication to ensure any project I am involved in, is a success.

## SKILLS AND ABILITY

* I have a strong test management skill set including planning; writing Test Strategies, Test Plans and Completion reports; impact assessing; managing a test team with a broad base of skills; implementing processes and procedures and regularly reviewing them for improvements.
* I have a proven and demonstrable ability to work comfortably alongside clients, suppliers, senior management, developers, outsourced teams, offshore teams and business users, ensuring that communication is enabled between all parties.
* I have had exposure to a number of different Project delivery methodologies, such as Prince2, Waterfall, V-Model and DSDM.
* I have the ability to work under pressure against aggressive timescales whilst maintaining quality deliverables whilst being flexible to clients’ requirements.
* With my original background in test analysis, I have the detail and knowledge to identify and write requirements traceability matrices, test conditions and scripts, manually execute with a high degree of precision, manage the defect process and provide a clean hand over to subsequent phases of testing.
* I am able to converse easily and clearly with technical and non-technical staff.

## CAREER EXPERIENCE

*Capita, Transport for London, Coventry*

Capita have been awarded the London Road User Charging and Traffic Enforcement Notice Processing Project on behalf of Transport for London. This goes live in two releases. The Project delivery is outsourced to ten suppliers, with the aim to deliver our clients requirements using mostly COTs products, with the complexity of over hundred bespoke developed interfaces.

**Test Manager** June 2014- Present

As a Test Manager, my role is to manage and deliver the testing phases of the London Road User Charging element of the project.

I have two main responsibilities on this project; an assurance role to ensure our suppliers are delivering the Unit and System test phases satisfactory against the Programme Test Strategy; and secondly ensure successful integration testing between components, up to and including FAT, SIT and UAT phases of testing.

My role is wide and varied, and includes adhering to the Programme test Strategy to produce documentation such as test plans, cases and scenarios, execution logs and completion reports across each test phase, and ensure our suppliers adhere to the same processes.

Other Role and responsibilities:

* Assist in producing and implementing process and procedures, such as document templates for Test Plans, Completion reports and Daily Progress reports; Defect Management Process and Test Readiness reviews and reports, to ensure quality is consistent and maintained against the Programme Test Strategy.
* Provide management, structure and an escalation point for ten test analysts and the same for two of the main off shore test team suppliers located in Israel and Argentina.
* Overseeing the development of test cases and scripts and doing quality assuring on a subset of these.
* Planning, monitoring, raising and managing risks and issues at project level.
* Preparing comprehensive test plans and schedules; building and implementing detailed test plans for each project test phase and then communicating the test project status against the relevant tasks.
* Impact assessing; providing and assuring test estimates.
* Defect Management and aligning Severities/priorities against supplier defect tracking tools
* Provide Test Plans for FAT, SIT; assurance on supplier Unit and System Test Plans.
* Provide Test Completion report including outstanding items with agreed timelines and owners on FAT and SIT, Assurance on System Testing Exit reports.
* Provide daily progress reports for the duration of Test Execution.
* Run Test Readiness Review meetings between Test Phases and provide follow up reports
* Liaising and co-ordinating with project managers, supplier development managers, Supplier Test Managers/teams; and the client and client quality assurance teams in a professional manner at all times.

#### Skills Area

* Full Test Documentation
* Project Planning
* Factory Acceptance Testing
* Team Management
* Client Assurance Management
* Test Governance
* System Integration Testing
* Supplier Assurance Management

#### Key Skills

* HP ALM Quality Centre 11.0
* MS Project 2010
* SOAP UI
* MS Biztalk
* Billing & Account Management System
* Image Processing System
* Oracle 10g
* Sharepoint 2010
* SFTP

*Capita, Oxford University Press, Oxford*

The objective of the project was to assist and deliver a failing project into production with a difficult supplier under demanding timescales, whilst managing 3 groups of testing resource whom lacked in a structured test process, without compromising the production delivery date.

**Test Manager** December 2014- May 2014

Working as a Test Manager to ensure testing was fully engaged throughout project delivery.

Managing 3 phases of testing; supplier testing (system testing) based in Durham; SIT including Regression testing from a company based in Poland; UAT team based in Oxford. The first phase of the project was successfully delivered into production with a plan of outstanding items agreed and documented.

Role and responsibilities:

* Provide management, structure and an escalation point for the three teams across 3 phases of testing, and closely managing and supporting UAT activities.
* Liaising closely with the Client Programme manager, Client and Supplier Project Managers, Supplier Test Manager and the client in a professional manner at all times.
* Planning, monitoring, raising and managing risks and issues at project level.
* Preparing comprehensive test plans and schedules; building and implementing these detailed test plans for each project work stream and then communicating the test project status against the relevant tasks.
* Providing release notes to the UAT team
* Defect Management and process across two defect tracking tools
* Provide Test Completion report
* Provide a test plan for outstanding item with agreed timelines and owners.
* Provide weekly project reports.

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*Capita Business Services Limited, Home based & Central London*

This project allowed me to manage a Cognos upgrade project alongside multiple BAU releases for the Society of Motor Manufacturers and Traders. It allowed the challenge of working with a very risk adverse client, offshore test resources based in Punee, India, onshore resources and the project delivery team based in based in London.

**Test Manager** October 2012 – December 2014

Working as a Test Manager to ensure the project application was not adversely affected functionally or from a performance perspective for a Cognos 8.4 to Cognos 10.1.1 upgrade project, alongside managing multiple releases of functional changes.

Responsibilities:

* Defining the test strategy, test plans, providing daily test execution progress reports and define the test completion reports.
* Raising and managing test risks, issues and assumptions in a risk register
* Provide management and guidance to test team members.
* Overseeing the development of test scripts with minimal documentation.
* Liaising and co-ordinating with project managers, the development manager, developers, support teams and the client in a professional manner at all times.
* Managing client expectations to a customer that is very risk adverse.
* Ensuring resources are available for test phases for the multiple work streams and ensuring effective utilisation across onshore/offshore resources and time zone differences.
* Managing the Defect Management process in ALM QC and running regular defect meetings.
* Checking releases before software deployment
* SIT execution
* Providing UAT support

#### Skills Area

* Full Test Documentation
* Project Planning
* System Integration Testing
* Team Management
* Test Governance
* Web Testing

#### Key Skills

* .Cognos 8.4
* Cognos 10.1.1
* HP ALM Quality Centre 11.0
* MS Project 2007
* Oracle 10g
* Sharepoint 2010
* Filezilla
* UNIX
* SQL

*Capita Business Services Limited, Derby - Application Services*

This role allowed me to work on a number of projects for existing and new clients, giving me the opportunity to react quickly and flexibly to our clients’ needs. I was often involved in multiple roles on a number of different projects at any one time.

### Test Manager August 2011 – September 2012

Test Manager for all Business Intelligence projects into the application services division. This involves impacting changes to the projects, planning and estimating for the test phases, preparing test plans and test scripts, executing the tests, raising and managing the defect process, and preparing test completion reports. I also manage and allocate work to onshore and offshore resources based in India, ensuring communication between the UK and offshore resources is optimised to facilitate the test process.

I provide test governance for a number of different IT projects, giving support to Test Leads in planning, reviewing and ensuring that test processes are adhered across the software lifecycle. Where necessary, I have also provided more direct support for these projects, writing test strategies and planning for numerous government, public and private sector companies including the Information Commissioners Office (ICO) and Ministry of defence (MOD).

Where tenders are being placed for bid work, I am often called upon to provide detailed and informed test input. I also provide Business As Usual testing skills for existing clients such as the British Broadcasting Corporation (BBC), Society of Motor manufacturing and Traders (SMMT) and internal Capita clients.

#### Skills Area

* Bid Estimation
* Business Intelligence Testing
* Full Lifecycle Test Management
* Full Test Documentation
* Process Improvement
* Project Planning
* System Integration Testing
* System Testing
* Team Management
* Test Governance
* Web Testing

#### Key Skills

* .NET Framework
* Cognos 8.0
* HP ALM Quality Centre 11.0
* MS Dynamics CRM 4.0
* MS Project 2007
* MS Windows 2003 Server
* Oracle 11g
* People Fluent
* Sharepoint 2010
* SQL Server 2008
* SQL

*Capita Business Services Limited, Ruddington (near Nottingham) - NHS Business Services authority (Dental Contract Support Services, DCSS)*

I was tasked to pick up this in-flight project that was failing to the manage customer expectations. I was responsible for the overall control of the System Integration Test team, ensuring all deliverables were correctly managed from code complete to delivery into UAT.

### Test Manager November 2010 – July 2011

The role involved providing a fully functional test structure to an already ongoing demanding project that had been in-flight for a year. I managed a team of 5 test analysts and within 4 months the team size increased rapidly to 12-15 test analysts working on five parallel work streams to provide a fully functional solution.

Responsibilities:

* Resource planning, hiring and allocation.
* Provide management, structure and an escalation point for team members.
* Liaising closely with the ITS Programme manager, Business Programme Manager, development manager, release management, the client and third parties in a professional manner at all times.
* Managing client expectations.
* Planning, monitoring, raising and managing risks and issues at project level.
* Negotiating at a Senior Management Level for the team and for the project.
* Preparing comprehensive test plans and schedules; building and implementing these detailed test plans for each project work stream and then communicating the test project status against measureable items.
* Overseeing the development of test scripts from functional and technical specifications and ensuring adherence to standardised test documentation and test processes.
* Closely supporting UAT activities.
* Ensuring the delivery through the test cycle on time, and within budget while meeting quality objectives.

In summary my tasks included:

* Impact assessments
* Allocating tasks for test scripting using role based skill sets.
* Ensuring tasks were distributed against skill sets for the particular work streams
* Co-ordinating script writing, test execution, analysing the test results and ensuring appropriate modifications or bug fixes were put in place.
* Providing test completion reports as required.
* Signing off tested products for release into the UAT environment.
* Managing, liaising and reporting statistical results on a daily basis for all project work streams to senior management
* Being accountable for ensuring non-functional requirements were covered.

The technical environment comprised Oracle 11g, Oracle forms, SQL Server 2000, Windows Server 2003, Web (.net web applications and services using C#); client software.

#### Skills Area

* Full Test Documentation
* Project Planning
* System Integration Testing
* System Testing
* Team Management
* Web Testing

#### Key Skills

* .NET Framework
* HP Quality Centre 9
* Jira
* MS Project 2007
* MS SQL 8.0.124
* MS Windows 2000/2003 Server
* Oracle 11g
* PeopleClick
* Toad

*Capita Business Services Limited, Birmingham and Coventry*

Learner Support Programme (Educational Maintenance Allowance)

Capita took over the running of the Learner Support Programme run by the Young People’s Learning Agency to promote learning and training. As Test Manager, I was responsible for overall control of the System Integration Test team, requiring me to plan and manage the test process, implementing the test strategy and test plans.

### Test Manager December 2008 – November 2010

The role involved communicating the progress of testing at a senior level, and representing the project to the client. I managed a team of ten test analysts across a number of different phases of development that utilised different technologies and implementation methodologies.

Responsibilities:

* Provide management and guidance to test team members.
* Overseeing the development of test scripts from specifications for software developments.
* Liaising with developers, client and third parties in a professional manner at all times.
* Negotiating at a Senior Management Level both for the team and for the project.
* Co-ordinating with the development manager all test management activities within the IT directorate and being responsible for delivering the test cycle on time and within budget while meeting quality objectives.
* Managing client expectations.
* Preparing and executing comprehensive test plans and schedules; building and implementing these detailed test plans for each required phase then communicating the test project status.
* Overseeing the development of test scripts from functional and technical specifications and ensuring adherence to standardised test documentation and test processes.

The technical environment comprised Oracle 10g and 11g, Oracle SOA Suite, SQL Server 2000, Unix – Sun Solaris, Windows Server 2003, Web (.net web applications and services using C#); Windows Presentation Foundation (WPF) client software.

In summary my tasks included:

* Formally reviewing the Functional and Technical specifications delivered and providing feedback.
* Identifying and allocating tasks for test scripting; sanity, functional and regression, ensuring tasks were distributed evenly amongst the team.
* Co-ordinating script writing and test execution, analysing the test results and ensuring appropriate modifications or fault resolutions were put in place.
* Providing test completion reports as required.
* Signing off tested products for release into the production / live environment.
* Managing, liaising and reporting statistical results on a daily basis.
* Providing impact assessments for Change requests.

#### Skills Area

* Full Test Documentation
* Functional Testing
* Project Planning
* Security Testing
* System Management Testing
* Team Management
* Web Testing

#### Key Skills

* .NET Framework (1.0, 1.1, 2.0, 3.5)
* HP Quality Centre 9
* MS Project 2007
* MS SQL 8.0.124
* MS Windows 2000/2003 Server
* MS Windows Presentation Foundation
* Oracle 10g, 11g
* Oracle Forms
* Oracle SOA Suite 11g
* SOA Architecture
* SOAP interfaces
* SOAPUI
* Toad
* Web services

*Capita Business Services Limited - London Congestion Charging Scheme*

Capita ran the Congestion Charging Scheme on behalf of Transport for London from its inception until 2009. My roles were wide and varied, and required me to produce documentation such as test plans, cases and scenarios, execution logs and completion reports across many projects.

### Test Team Leader August 2007 – October 2009

My main tasks were to acquire the Business, Functional and Technical requirements by analysing the specifications of large complex changes to the existing and forthcoming systems. Based upon the findings of this analysis, I distributed the scripting, reviewing and executing tasks accordingly via an in house product (SITS) to the team.

## CAREER HISTORY

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| --- | --- | --- | --- |
| **Client** | **Role** | **Start Date** | **End Date** |
| Capita, Coventry | Test Analyst | January 2005 | August 2007 |
| Sandwell Council, Oldbury | ICT Technical Support Officer | July 2002 | January 2005 |
| Sandwell Council | Helpdesk Operator | April 2002 | July 2002 |
| Phoenix House, Tipton | P/T Database Administrator | January 2002 | April 2002 |

## TECHNICAL KNOWLEDGE

Programming Languages: Good working knowledge- SQL

Operating systems: UNIX – Sun Solaris, Windows Server 2003

Experience of using and supporting Windows 98/NT/XP, GroupWise email, Novell, VERITAS, Corel 8 suite, Microsoft Office software, including Word, Access, Excel, PowerPoint, Publisher, Project.

## EDUCATION AND QUALIFICATIONS

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| ISEB ITIL Service Management V3 | February 2008 |
| ISEB Foundation in Software Testing | April 2005 |
| University of Wolverhampton BSc (Hons) Computer Studies – 2:1 | 1998 – 2002 |

## OTHER TRAINING

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| QBIT: Theory of a Test Team Leader | August 2006 |
| Microsoft- Implementing and supporting Microsoft Windows XP Professional | November 2002 |