Dear Sir/Madam,

I am currently seeking a new position following sabbatical last year, during this period I spent time with friends and family as well as moving within Bedford. I am now looking for a new Senior Software Test Analyst position where I can implement my current technical skills.

I started as a Tester and worked my way to Test Lead but the role didn’t offer some or all ‘hands-on’ work so I then moved onto a Senior Test Analyst role with over fifteen years of testing experience with extensive experience carrying out manual testing and exposure to automation testing. I’ve been testing applications developed using C#, JavaScript and Python, Java etc. I am very eager to improve my understanding and coding skills across programming languages to improve my automation skills.

I recently came across your vacancy online. Having read the job specification, I believe I possess the necessary skills and experience you are seeking. As my CV indicates, most recent role as Senior Test Analyst at Unomee Ltd (a small software development and consultancy company working with well-known clients) gave me the opportunity to work within the Retail, Airline, Energy, Car, Charity industries and Legal sector in the form of Manual and some Automation testing along the way. I believe I can apply my skills to any industry from desktop applications, websites or mobile applications. I have been the sole Tester for many years working on multiple projects simultaneously with responsibilities. Over the fifteen years I have covered:

* Manual testing (Smoke/Sanity, Functional, System, Exploratory, Integration, UAT and Deployment (Project dependent)). Cross-platform testing – covering devices (manual for iOS & Android), desktop applications, web applications testing covering Cross-browser testing, cross-platform within the SDLC.
* Defect re-testing - ensuring the fixed functionality is now working as it should be (carrying out risk analysis with the developer who worked on the defect).
* Regression testing carried out (after completing a risk analysis with a developer) to highlight any potential defects/issues with functionality which has not been changed (not always required) but may be need testing as a result of newly introduced functionality or defects which have been fixed and may have an impact on existing functionality.
* Automation testing - Identified tests to be automated, as a result Features and Scenarios were created. Writing Test Scenarios using BDD approach (Cucumber - Gherkin) within an agile (SCRUM) setup with weekly sprints as well as being involved in the pull request review process for small changes and bug fixes which do not impact existing functionality. I've worked on projects for AirBus, Jet2, EasyJet (mobile apps) and many more.
* Participated in User Story Analysis and the creation of acceptance test criteria for Automated Test Scenarios with POs/BAs and Developers when required. I have also had the opportunity to mentor junior members of the team.
* Agile methodology – SCRUM, Kanban. I have taken part in Agile ceremonies such as Sprint planning, meetings, Daily Scrums (stand-ups), Sprint review meetings and Sprint Retrospective Meetings. I have worked within a DevOps environment (CI & CD) working closely with Developers. Here is where I put in place some automation for an Energy Comparison website.
* Analysis - UI (wire-frames etc.), Business requirements Analysis and Technical specifications from which I am able to create test strategy/test plans, identified Test scenarios/Feature files for BDD automated tests and Test cases/scripts for manual tests. I enjoy investigating the root cause of a defect via debugging, checking logs and code before raising defects providing enough information to developers but also to understand the defect found. I also like to sit with relevant parties to discuss the impact and carrying out risk analysis of new functionality vs existing functionality.
* Communicating and collaborating with UX designers, BAs/POs, Developers and management, if and when required as well as fellow Testers.

Although, I consider myself a novice with regards to Automation I am however, I very quick learner and just waiting for the right opportunity, which would help develop my automation skills and grow as a Tester. I have had some Automation exposure and was able to automate the following projects during my time at Unomee Ltd:

1. A Credit Scoring Algorithm testing AngularJS using Protractor
2. with JavaScript and Selenium web-driver for an energy comparison website for small businesses (Energy Scanner) using the BDD approach with Cucumber and Gherkin for Feature files.
3. Created End-to-end (happy path) User journey for Jet2s internal maintenance web application using Spec-Flow with C# and Selenium web-driver to ensure all parts of their applications, such as web-services, DB connections, APIs, DB Data feeds and scheduled jobs were running individually and integrated as a whole, using scheduled jobs running consecutively and again used the BDD approach with Gherkin for Feature files.
4. Some automation with AirBus using Ruby and JavasScript on Legacy projects.

I work well under pressure and to deadlines. Having worked on multiple projects simultaneously I have good time management skills. I have no problem following instructions but I can work using my own initiative without being micro-managed.

I have very strong work ethics when working from home (disciplined) and within an office environment, ensuring I communicate with relevant co-workers across teams throughout the day and attending meetings when required, remotely (Skype, Slack etc.) or when in the office. I enjoy being to be part of a team, to be involved at every stage of the project – from start to end. I enjoy working with Developers, Front-end designers, DBAs, Architects, POs/BAs and other Testers. In the past I have turned to these people to gain technical knowledge, understand Business rules of the system in hand, asking questions so that I am better equipped to do my job to the best of my abilities whilst learning. I am NOT afraid to question Business Requirements and Technical requirements/specifications; in fact, I enjoy it and as a Tester I believe there are no stupid questions.

As mentioned above I was involved in testing an Energy Comparison web-site which also consisted of a credit scoring assessment for applications made by small businesses, this consisted of an algorithm which incorporated the individual Energy Supplier credit scoring rules/parameters, which I Automated and updated as & when new Suppliers joined. I enjoy testing/diving into code and algorithms and difficult solutions and databases (SQL). I like a challenge (for new or legacy projects) and that's what I'm now looking for, I want a new challenge within a team where I can grow as a Software Test Analyst.   
  
I have attached my CV for your consideration. I look forward to hearing from you.

Sincerely,

Miss Baljit Kaur Sandhu (aka Bali)

**Please see CV below.**

Baljit Kaur Sandhu (aka Bali)

**Personal Information**

With strong work ethics I apply myself 100% in all aspects of my life. I’m able to use my own initiative and be a Team player as well as communicating with people at all levels.

**Employment History**

I have over 15 years+ as a Software Test Analyst. Over the years I’ve been involved in projects from start to end, for existing and new projects ensuring all aspects of QA within are carried out. I have worked within various methodologies (Agile SCRUM/traditional waterfall, BDD/TDD), using different technologies (.Net, Angular, iOS/Android etc.) with the aim to complete all QA tasks/activities at the highest level and delivering quality throughout the SDLC within deadlines. I have extensive manual testing experience, front-end, middle and back-end as well as some exposure to automation (Ruby, Protractor, Selenium, web-driver, Cucumber, Gherkin). I have tested desktop applications, websites and mobile applications across different industries (Airline, Energy, Reviews/Feedback, Legal, Retail) I have classified and reported bugs, problems, and enhancements to Development Teams and proposed resolution. I am happy to investigate a found bug before raising to the development team by looking at log files and within the code when necessary. I have performed Sanity/Smoke, System, Functional, Integration, Regression, Exploratory, Ad-hoc and post-production testing.

**Senior Test Analyst -** Aug 2011 to April 2018 **Unomee Ltd**

Testing software from smart phone applications, Website to PC based software within an agile (SCRUM) methodology.

* Vauxhall – manually tested, updated test scenarios (BDD, agile, ruby)
* Save the Children – manually tested intranet for live Facebook & Twitter feeds via their APIs & Knowledge base.
* Clothing Retail website – data feed for new & updated product info from ASOS, River Island & other, enabled Users to search across multiple retailers using intelligent filter and sorting algorithm. Also tested their payment process with the external payment portal
* Jet2 – Revenue Management System (in house) [MIPS & Memphis (some automation where required)]
* easyJet - iOS app - child seat booking application and reservations
* AirBus – desktop applications [.net, Ruby, Cucumber, Mohawk, Jenkins, Git, Jira, Octopus, AWS]
* Energy Scanner – Energy comparison website & Supplier portal [Angular, JavaScript, Protractor, Selenium, Git, CircleCI, Pivotal, MongoDB]. The credit rating algorithm was automated. Other areas of functionality not automated due to budgeting constraints.
* b.Heard – voice opinions & reviews – allow Users to add and view reviews/ratings across industries – energy, telecommunications etc. This site has changed considerably after work was completed but manual and exploratory tests were carried out the across front-end and back-end.
* ScribeStar – Legal sector collaborative document editing platform which includes a Text Editor for editing & merging comments/updates. [HTML5, CSS3, C#, .Net, JavaScript, knockout.js, node.js, neo4j, RabbitMQ and Silverlight. BDD, Agile, Cucumber, Features, BA work carried out to cover annual leave, SQL, UI]
* Car & Away – Car rentals for Airport parking [Pivotal, MongoDB]
* BuzzMobile – website & iOS/Android applications phone contract/tariff lookup comparison [AWS, MongoDB. Ad-hoc testing, UI]

**Test Team Lead -** Mar 2010 to Mar 2011 **Capita Children’s Services**

Testing a part of the Schools Management System (SIMs) called In-Touch, enables the sending and receiving of SMS and Emails for parents and teachers. It involves testing various components of the environment such as Web Services, Windows Services, .Net 3/4 and Databases on different platforms. The Team employs SCRUM methodology to develop, test and release shippable software. General responsibilities included:

* Creating & updating test documentation (test plans, test completion)
* Analyse Business requirements, technical specifications documentation for the creation of test execution with the Product Owners, Business Analysts, Development Team Lead & Developers
* Creating/updating & reviewing test execution documentation (test cases, test scripts, defects) using spreadsheets
* Liaise with the User Testing Test Lead and review their Test Cases.

My role was initially split between 50% hand-on testing & 50% Test Lead duties and managing Testers across two Modules of the SIMs product. As part of this change my managerial responsibilities were changed to include covered Individual annual reviews, 1-2-1s, personal development plans with objectives for each tester & mentoring the team members. I also had to give SQL training as the testers were not technical and could not perform their test duties.

**Software Analyst -** Dec 2005 to Mar 2010 **Tesco.com**

Working as part of the In-Store test team carrying out testing throughout the development life cycle within an iterative development model/Agile SCRUM on the In-Store systems. The systems varied from server/PC applications to browser-based systems. My role varied from a tester to a test lead. I test lead the major Tesco Direct release and DotComOnlyStore2 for the In-store systems. To test the picking algorithm in depth the manipulation of data in the database using SQL (SQL Server 2003/2005) was used to test these systems and its data. General responsibilities included:

* Creating & updating test documentation (test plans, test completion)
* Analyse Business requirements, technical specifications documentation for the creation of test execution with BAs & Developers
* Creating & updating test execution documentation (test cases, test scripts, defects) using Quality Center
* User Acceptance, Regression, Integration, Manual, Functional, Non-Functional and Implementation Testing
* Raising defects using Quality Center
* Daily update meetings (scrum)
* Test Lead duties – delegating work within the team, working alongside the infrastructure team to outline release requirements and request test environments with store DB backups for test execution. Carry out Sanity tests during release rollouts to help the infrastructure team. Within this role I have has some exposure to Selenium, TFS, MQC (MS Quality Centre) and QuickTestPro (QTP).
* Support – I was a member of the ‘On-Call support team’, which entailed working for a week covering after-hours support for stores and drivers (apps on devices). The teams consisted of Developers, DBA’s, Infrastructure, of which I had experience to all from testing all these areas. Being the longest serving tester on the team and with knowledge of all parts of the system I was asked if I would be interested and agreed. I thoroughly enjoyed it and as a tester any issues found with the system were included within the regression pack.

**Business Analyst & Systems Developer -** Oct 2004 to Jan 2005 **Norwich & Peterborough Building Society**

As part of the Business Project Team carrying out manual regression and integration testing on Mortgage related software. Working closely with Business Analysts to review new and existing functionality to identify (myself) and sign-off (BA) functional test coverage and identify potential risks. Working closely with the developers to carry out a risk analysis of newly introduced functionality and changing existing functionality and discuss defects.

Responsibilities:

* Creating & updating test documentation (test plans, test completion)
* Analyse Business requirements, technical specifications documentation for the creation of test execution documentation
* Creating & updating test execution documentation (test cases, test scripts, defects) using their in-house tool SAM
* Mapping software processes using SAM
* Manual Regression test execution – executing written test scripts following steps
* Manual Integration test execution
* Raising defects (spreadsheet & using SAM)
* attended regular project update meetings and core briefs

**Product/Software Evaluator** *(Contract)* - Sep 2003 to Sep 2004 **FujiFilm UK (Ltd)**

Part of the Research & Development team carrying out manual regression and integration testing on photography software (Desktop, Web-based and Kiosks) across assorted operating systems. Testing covered, system, integration, UX, full e2e test execution.

Responsibilities:

* Creating & updating test documentation (test plans, test completion)
* Analyse Business requirements, technical specifications documentation for the creation of test execution documentation
* Creating & updating test execution documentation (test cases, test scripts, defects).
* Writing & updating test reports (defect analysis, test updates)
* Manual Regression test execution as per test scripts/steps
* Manual Integration test execution
* Raise defects (spreadsheet)
* Attend meetings to give all parties involved up-to-date progress (via conference calls, attending conference meetings & travelling to liaise & work alongside QA teams & software developers)
* Reporting and going through defects with the Business Analyst and/or Developer
* Provided 2nd line support to our internal support department and often, offered support directly to customers along with supporting the sales team.

**Education**

**2007 Tesco.com** - ISTQB - ISEB Certified Tester Foundation Level (CTFL)

**2000 – 2003 University College Northampton** -BSc (Hons) Business Computing (2003)/HND Computing (2002)

**1995 – 2000 Biddenham Upper school:** A Levels (2000) - Art (D), Business Research Project (D)

GCSE’ s (1998) - English language (C), English literature (C), Mathematics (D), Science double award (EE), Art (A), Art Modular (A), Religious Education (C), History (E), Punjabi (A) and GNVQ Information Technology: Merit (2 C’s)

**Skills**

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| --- | --- | --- |
| **Software/applications** | **Level of Experience** | **Time** |
| Web Site Design (HCI Techniques) | Intermediate | 2yrs+ |
| HTML | Intermediate | 2yrs+ |
| VB 6.0, Java, Perl, PHP, ASP | Novice | 7mths+ |
| JavaScript coding | Novice | 1½yrs+ |
| C# apps | Novice | 7yrs+ |
| Ruby apps | Novice | 2yrs+ |
| SQL | Intermediate | 7yrs+ |
| MS Office (PowerPoint, Excel, Access, Word, Outlook) | Expert | 15yrs+ |
| OS: Windows - 2K, XP, 98, NT, ME, Vista, 7, 8, 10/Linux Ubuntu | Intermediate-Expert/Novice | 7yrs+ |
| Oracle 8i & Oracle form Builder & SQL | Novice | 1yr |
| SQL Server 2003/2005/2008/2012/2016/2017 | Intermediate | 6yrs+ |
| Git | Novice - Intermediate | 4yrs+ |
| VMWare | Novice - Intermediate | 3yrs+ |
| Circle CI | Novice - Intermediate | 4yrs+ |
| Jenkins | Novice - Intermediate | 1yr+ |
| .Net applications | Intermediate | 7yrs+ |
| Angular (with bootstrap) websites | Novice - Intermediate | 3yrs+ |
| Octopus | Novice | 2½yrs+ |
| Mongo DB + RoboMongo | Novice | 2yrs+ |
| WebStorm | Novice - Intermediate | 2yrs+ |
| Visual Studio | Novice - Intermediate | 4yrs+ |
| Amazon Web Services (AWS) | Novice | 6mths |
| RubyMine/Sublime | Novice - Intermediate | 4yrs+ |
| Fiddler & POSTMAN | Novice – Intermediate | 8mths |
| **Testing/Methodologies** | **Level of Experience** | **Time** |
| Exploratory Testing Methodology | Intermediate | 6yrs+ |
| Agile (Scrum/Kanban) | Novice - Intermediate | 6yrs+ |
| Waterfall | Intermediate | 12yrs+ |
| DevOps (agile infrastructure/operations) | Novice - Intermediate | 5yrs+ |
| BDD (test scenarios/acceptance criteria) | Novice - Intermediate | 4yrs+ |
| TDD | Novice - Intermediate | 2yrs |
| **sAumtomation/Scripting** | | |
| Selenium web-driver | Novice - Intermediate | 2yr+ |
| Protractor/JavaScript/Selenium web-driver/BDD/Gherkin | Novice | 1yr+ |
| Cucumber/Gherkin | Novice - Intermediate | 4yrs+ |
| Ruby/Ruby on Rails | Novice | 1yr+ |
| Mohawk (Ruby) | Novice | 4mths+ |
| Capybara (Ruby) | Novice | 5mths+ |
| C# (.Net) SpecFlow/Selenium web-driver/BDD/Gherkin | Novice | 2yrs+ |
| **Tools** | | |
| Pivotal | Novice - Intermediate | 4yrs+ |
| Quality Center | Novice - Intermediate | 3yrs+ |
| Quick Test Professional | Novice - Intermediate | 1yr |
| TFS | Novice - Intermediate | 2yrs |
| Test Complete | Novice - Intermediate | 1yr |
| Jira/BugZilla | Novice - Intermediate | 1yr+ |
| **Communication Tools** | **Transferable Skills** | |
| Skype | Multilingual in English and Punjabi. | |
| Slack | Good communication skills. | |
| Google Hangouts, WebEx and Zoom | Strong time management. | |

**Activities and Hobbies**

I socialise with friends, love eating different foods (always open to try new restaurants from different cultures). As well as enjoying cooking I also have a keen interest in art, I enjoy drawing & painting portraits using acrylic & oil paints, playing pool and I love cooking, I'm a ‘feeder’.q I enjoy listening to music, binge watching Netflix esp. foreign, documentaries & horror films as well as reading crime-thriller & horror books. I enjoy going to the gym. At some point I would like to travel and do some charitable work abroad.

**References** Available upon Request