Danial Fazeli

QA Manager | Tech Lead | Certified QA & Scrum Master®

As a QA Manager & Tech Lead, I've orchestrated success at HBO and beyond. From steering QA & Engineering teams to business stakeholders & vendors, I blend innovation with leadership, transforming challenges into triumphs.

CONTACT

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STOCKHOLM, SWEDEN

CONNECT

https://**fazeli.github.io**

EDUCATION

- **Royal Institute of Technology – KTH**
  Master of Science in Engineering & Management of Information Systems
  Sweden

- **Multimedia University**
  Bachelor of Science in Information Systems Engineering
  Malaysia

KEY CERTIFICATIONS

- AWS Cloud Practitioner
- Certified Scrum Master ®
- ISTQB® Certified Tester
- Lean Foundations Certified
- Software Architecture Diploma
- Java Development
- Microsoft .NET & C# Certificate
- If len(certList) < 24 : 🔍
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AWARDS

2017 | HBO Europe
Key Engineering Manager – HBO EU Launch

2013 | Kentor IT AB
Project of the year award

2006 - 2007 - 2009 | Multimedia University
Top Class Student in the university

Work Experience

SEP 2024 - Present
Freelancer | EMEA
Senior Freelance Consultant

JUN 2021 - AUG 2024
HBO Europe | Stockholm
Quality Assurance Director – EMEA & US

MAR 2019 - JUN 2021
HBO Europe | Stockholm
Senior Engineering & Project Manager

OCT 2015 - FEB 2019
HBO Europe | Stockholm
Engineering Manager

SEP 2013 - SEP 2015
HBO Europe | Kentor IT Consultant | Stockholm
Senior QA Lead

MAY 2011 - FEB 2017
Kentor (SopraSteria) | IT Consultant | Stockholm
Web Developer & QA Lead

JAN 2012 - AUG 2013
RiksTV | Kentor IT Consultant | Stockholm
Full Stack Web Developer

MAY 2011 - JAN 2012
TDF Entertainment | Kentor IT Consultant | Stockholm
Web Developer

NOV 2009 - APR 2011
Recordunion.com | WeKnowIT IT Consultant | Stockholm
Full Stack Web Developer

APR 2008 - SEP 2008
Infopro | Software Engineer Intern | Kuala Lumpur
Software Engineer Intern

MAY 2007 - JUN 2009
Independent | Freelance Developer | Kuala Lumpur
Web Developer .Net | C# | PHP

KEY HIGHLIGHTS

TOOLS
Version Control:
Git, SVN, GitHub
CI/CD:
Jenkins, Github Actions, Azure DevOps
AI Engineering:
OpenAI, Claude, Huggingface, Langchain, Fastapi, PyTorch
Project Management:
Jira, Trello, Microsoft Project
Code Quality & Analysis:
SonarQube, ESLint, Prettier
Testing Tools:
Selenium, Cypress, JUnit, Postman, JMeter, Apica, BrowserStack, Testrail, Appium, SoapUI
Incident Management:
PagerDuty, Opsgenie, ServiceNow
Monitoring & Logging:
Grafana, Splunk, Cloud Watch, Conviva
Cloud Services:
AWS, Azure
Database Management:
MySQL, MongoDB, DynamoDB

METHODOLOGIES
Project Management:
Agile, SAFe, Kanban, Lean
QA:
TDD, BDD, Shift-Left Testing, Exploratory Testing, Regression Testing, Automated Testing, Load and Performance Testing, Smoke Testing, Integration Testing, Risk-Based Testing
Release Management:
Canary releases, Blue-Green deployment, Release Train, Monitoring & Alerting
People Management:
Servant Leadership, coaching, mentoring

FRAMEWORKS
QA & Testing:
Selenium WebDriver, JUnit, TestNG
Managerial Frameworks:
OKRs, SWOT Analysis, RACI Matrix, 5 Whys, Score Cards, SMART Goals, Competency Frameworks

QA Manager | Servant Leader | Scrum Master

- 16+ years in QA, software engineering, and leadership, managing global teams across EU, US & APAC.
- Delivered high-scale projects (HBO Europe, HBO Max, Game of Thrones premieres) with millions of active users.
- Reduced defects by 40%, accelerated release cycles by 50%, and optimized vendor SLAs saving $4M+.
- Expert in Agile, Project Management, automation, and incident management frameworks.
- Certified ISTQB, AWS, and Scrum Master with deep technical expertise in QA, Engineering & Project Management.

Overview of key skills & accomplishments:

- Hired, managed, and mentored QA and Engineering staff globally
- Certified ISTQB and Scrum Master professional
- Fostered a culture of quality and continuous improvement
- Proficient in manual and automation testing methodologies
- Delivered high-quality products within project timelines
- Familiar with languages such as C#, PHP, Python, JS, HTML5, CSS, MySQL
- Knowledgeable in testing tools like Selenium, Cypress, Appium, JIRA, and TestRail
- Familiar with CI/CD practices and tools
- Set quality standards and defined testing strategies
- Led & collaborated with cross-functional teams, including tech and product management
- Implemented best practices in quality assurance and testing
- Developed front/back-end web applications, delivering scalable and user-friendly solutions.
- Designed & implemented robust QA strategy & automation frameworks
- Experienced in all aspects of QA, including functional, non-functional, unit, system, end-to-end testing, and automation with a strong focus on integrating testing into CI/CD pipelines to ensure seamless and reliable deployments.

EXPERIENCE DEEP DIVE

Freelance IT Consultant
Frilansfinans
Sep 2024 - Present
STOCKHOLM – SWEDEN

Following a company-wide restructuring at HBO due to cost-cutting measures in the European operations, my entire team of 20+ engineers and I were laid off in Europe after 11 successful years. I am currently leveraging my extensive experience to offer consulting services in the following areas while actively seeking new full-time opportunities:

- Providing end-to-end IT consultancy with a focus on Engineering Management, Project Management, Software Development, AI implementation, QA, and implementation of Agile methodologies.
- Advising on web development, QA strategies, system monitoring, incident management, release management best practices and process optimization to drive operational efficiency and scalability.
- Advising on design & implementation of technology roadmaps that align with organizational objectives.
- Offering mentorship & guidance to organizations and individuals on best practices in software development, QA, and robust project delivery frameworks to achieve technical and organizational excellence.
- Advising on process re-engineering & tool selection, including evaluating and integrating solutions for DevOps, CI/CD pipelines, QA and incident management to enhance operational agility.

QA Director
HBO Europe - max.com
Jun 2021 - Aug 2024
STOCKHOLM – SWEDEN

Scaled and led a cross-functional QA team of engineers, leads, and managers across Europe, US, and India, ensuring high-quality releases for HBO Max across iOS, Android, Web, Smart TVs, Set-Top Boxes, and Game Consoles. Specialized in QA automation, Agile testing, and cross-functional collaboration to enhance efficiency, product quality, and user satisfaction.

Key Achievements:
- **Scaled QA operations:** Managed a team of engineers & QA staff driving efficiency and improving test coverage across HBO's diverse platforms globally.
- **Quality & defect reduction:** Reduced P0 defects by 60% and P1 defects by 20% through improved test automation, CI/CD integration, and proactive QA strategies.
- **Accelerated releases:** Oversaw integration of automated testing into CI/CD pipelines, reducing build and release cycles by 30%.
- **Test planning, strategy & execution:** Defined QA roadmap & strategy and led functional, regression, performance, and acceptance testing globally, ensuring platform consistency and reliability.
- **Agile leadership:** Acted as a Project Manager and Scrum Master, managing the QA backlog, aligning sprints with product goals, and improving Agile workflows.
- **Stakeholder communication:** Provided regular QA risk assessments and progress reports to technical and business leaders.
- **Talent development:** Recruited, onboarded, and mentored top engineering talent, leading performance evaluations, coaching, and salary reviews.

Senior Engineering & Project Manager

HBO Europe

Mar 2019 - Jun 2021

STOCKHOLM - SWEDEN

Led a 15-member engineering team across Europe, overseeing infrastructure, platform operations, NOC, and DevOps while coordinating engineering efforts across EU and US. Delivered large scale projects that powered millions of streaming sessions per second, ensuring platform stability during flagship premieres.

Key Achievements:

- **Cost Optimization:** Managed engineering budgets & vendor SLAs, securing $4M+ in cost savings through improved efficiencies.
- **Operational Excellence:** Implemented operation excellence initiatives including coding standards, change management, & release management, enhancing platform reliability & stability.
- **Monitoring & Incident Response:** Strengthened observability systems, reducing incident detection & resolution times, leading to higher customer satisfaction.
- **Project Management:** Led Agile sprint execution and managed high profile projects including Europe platform migrations, Multi CDN implementation, Monitoring and observability framework implementation.
- **Scalability & High Availability:** Drove go-live readiness for new market launches & major premieres (e.g. Game of Thrones, Westworld), ensuring high availability under massive traffic loads.
- **Process & Tooling Improvements:** Orchestrated the development of tools & automation services, increasing team efficiency and productivity.
- **Leadership & Mentorship:** Recruited, onboarded, and mentored engineers, fostering a high-performance engineering culture.

Engineering Manager

HBO Europe

Oct 2015 - Feb 2019

STOCKHOLM - SWEDEN

Led TechOps & Platform Operations teams (10 engineers) responsible for HBO Europe's streaming platform, ensuring system reliability, seamless operations, and cross-functional collaboration.

Key Achievements:

- **Agile & Release Management:** Oversaw production releases, deployment planning, and Agile execution, acting as Scrum Master to manage the backlog and facilitate scrum events.
- **Incident & Performance Monitoring:** Led system monitoring, incident response, and CDN operations, ensuring high availability during UAT & production in collaboration with Dev, QA, and Customer Support.
- **Site Reliability Engineering:** Spearheaded monitoring tool development, SLA reviews, and troubleshooting initiatives, strengthening platform stability & reliability.
- **Vendor & Budget Management:** Managed vendor contracts, tech team budgets, and expense forecasts, achieving cost efficiencies.
- **People Leadership:** Defined OKRs, conducted 1:1s, coaching, mentoring, and performance evaluations, fostering a high-performing engineering culture.
- **Talent Acquisition & Growth:** Recruited and onboarded top talent, scaling the team to support growing operational demands.

Senior QA Lead (Consultant)

HBO Europe

Sep 2013 - Sep 2015

STOCKHOLM - SWEDEN

Led a team of automation and manual QA engineers to ensure flawless performance of HBO apps across Web, iOS, Android, Smart TVs, and Game Consoles. Developed robust test strategies, enhanced QA automation, and improved collaboration between QA and development teams.

Key Achievements:

- **Test Design and Planning:** Designed and implemented manual test strategies (regression, E2E, integration, unit testing) and implemented automation test suites for APIs, Web and Mobile apps reducing manual testing efforts by 30% through automation.
- **CI/CD & Release Acceleration:** Integrated automated testing into CI/CD pipelines, significantly reducing release and build cycle times.
- **Quality & Defect Resolution:** Collaborated with developers to define acceptance criteria, resolve critical defects, and ensure daily alignment in Agile stand-ups.
- **Root Cause Analysis & Stability:** Led root cause analyses for critical defects, implementing fixes that enhanced platform stability.
- **Performance & Load Testing:** Directed nonfunctional testing (load, performance), resolving bottlenecks for major premieres like Game of Thrones.
- **Stakeholder Reporting:** Provided QA metrics & status updates to leadership, ensuring transparency & strategic alignment.
- **Mentorship & Team Development:** Coached and mentored QA team members, fostering a high-performance testing culture.

IT Consultant

Kentor (Sopra Steria)

May 2011 - Feb 2017

STOCKHOLM - SWEDEN

Worked as a Web Developer & Lead QA Engineer across multiple projects, including RiksTV, TDF, Tele2, and HBO Europe. Specialized in full-stack development (.NET, C#, JavaScript, MySQL) and QA automation, driving technical innovation and team leadership.

Key Achievements:

- **Full-Stack Development:** Designed and implemented scalable web applications for media and telecom clients using .NET, C#, JavaScript, and MySQL.
- **QA Leadership & Recruitment:** Led and mentored a 12-member QA automation team in the Telecom & Media division, driving automation best practices.
- **Hiring & Talent Growth:** Conducted technical interviews and recruited top talent for the QA automation department.
- **Process Optimization:** Developed technical solutions that enhanced efficiency and streamlined development/testing workflows.
- **Consulting & Client Collaboration:** Worked across multiple high-profile projects, ensuring successful delivery of automation frameworks and development solutions.
- **Mentorship & Team Development:** Helped coaching other engineering consultants and created a high-performing culture, fostering technical excellence and innovation.

Full Stack Web Developer
RiksTV (Kentor IT Consultant)

Jan 2012 - Aug 2013

STOCKHOLM - SWEDEN

Developed and maintained RiksTV's e-commerce web platform as part of a 15-member agile development team, specializing in .NET, C#, JavaScript, and MySQL. Focused on performance optimization, CMS integration, and automation to enhance system scalability and maintainability.

Key Achievements:
- **E-Commerce Platform Development:** Built and maintained RiksTV's front/back-end web application, ensuring a seamless shopping experience.
- **Performance Optimization:** Enhanced website speed & scalability by implementing code refactoring, database tuning, and server-side improvements.
- **Test-Driven Development (TDD):** Established a unit testing framework and adopted TDD, improving code quality and test coverage.
- **Cloud Deployment:** Deployed web applications to AWS, utilizing load balancing for enhanced scalability and reliability.
- **CI/CD Automation:** Implemented CI/CD pipelines, streamlining development and deployment workflows.
- **Code Quality & Bug Fixing:** Conducted regular code reviews and testing, identifying and resolving critical issues before deployment.

Web Developer
TDF Entertainment

May 2011 - Jan 2012

STOCKHOLM - SWEDEN

Developed and maintained TDF's front-end web application for B2B and B2C customers, working as part of a 6-member agile dev team. Focused on CMS integration, UI/UX optimization using .NET, C#, JavaScript, and MySQL.

Key Achievements:
- **Web Application Development:** Built and maintained TDF's web application, ensuring high performance and scalability.
- **CMS Integration:** Integrated Litium CMS, streamlining content management and enhancing functionality.
- **UI/UX Enhancement:** Collaborated with designers and UX experts to create intuitive, visually appealing interfaces.
- **Performance Optimization:** Conducted testing and debugging, resolving critical issues to improve app speed and user experience.
- **Maintenance & Support:** Provided ongoing support and optimizations, ensuring seamless operations and long-term stability.

IT Consultant
WeKnowIT

Oct 2009 - May 2011

STOCKHOLM - SWEDEN

- Working as a full stack web developer consultant for Recrodunion as a customer of WeKnowIT

Full Stack Web Developer
Recordunion (IT Consultant)

Nov 2009 - Apr 2011

STOCKHOLM – SWEDEN

- Maintained and added new functionality to the web application using .NET, MVC, JavaScript, and MySQL.
- Built responsive web interfaces, ensuring seamless cross-browser compatibility and mobile responsiveness.
- Conducted comprehensive testing and debugging, optimizing application performance and user experience.
- Collaborated with team members to troubleshoot and resolve code issues, improving system stability.
- Maintained and improved MySQL databases, optimizing data storage and retrieval performance.
- Engaged in requirements engineering and design to ensure optimal functionality of the web application.

Software Engineer Intern
Infopro (Online Banking)

Apr 2008 - Sep 2008

KUALA LUMPUR – MALAYSIA

- Joined as Software Engineer Intern while pursuing undergraduate studies as part of my final year project at the university.
- Second week at the company, I took charge of the 'Organizational Training Management System' project and led the design, development, and implementation of the web portal, which enabled booking, scheduling, and participation in the company's online training programs, serving over 500 employees. (PHP/MySQL)
- Actively participated as a member of the R&D team in charge of web portal development.
- Led the work of three other junior developers as part of their internship at the company as I was quite experienced with PHP and web development running my own freelancing company at the same time.

Web Developer
Freelance developer

May 2007 - Jun 2009

KUALA LUMPUR – MALAYSIA

- Development and design of diverse web portals for private and public sector organizations from e-commerce to corporate web portals mainly with PHP, .Net, and MySQL tech stacks.
- IT consultancy
- Web design and implementation
- Requirements engineering
- Database design and implementation
- Support and maintenance

🙏 You're a star!

Kudos for taking the time to read through my resume! If you're keen on joining forces, I would be delighted to connect on LinkedIn. Here's to a future of teamwork and success!

The only way to do great work is to love what you do!
Steve Jobs

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