A Test Manager/Team Leader with extensive experience of leading teams of test analysts, Agile, structured testing, QA and business analysis in a variety of blue chip environments (insurance, financial services and retail). Currently training others from this experience to pass a variety of ISTQB, ISEB and iSQI courses.

Summary of Projects

Test Team Leader   **Global Financial Institution**

Test Team Leader and Deputy Project Manager, brought in for delayed high-profile project.
Managed communications with the business at all levels
Developed and implemented a configuration management processes
Managed System testing through to Live Proving including all documentation
Managed the test schedule against each phase's exit criteria
Achieved successful Go Live to tight, imposed, deadlines

Test Strategist   **Retail Bank**

Test Strategist for a variety of projects (e.g. data warehouse, dormant accounts) promoting the use of a risk-based structured testing methodology.
Worked directly with the Project Stakeholders, Project Manager and Test Manager to obtain agreement on the Business and Technical risks and demonstrated how testing can mitigate against them, culminating in a Test Strategy document

Agile Tester   **Insurance Company**

Carried out the test analysis, test scripting and test execution for a car insurance project, highlighting the incidents on the critical path for implementation.

Agile Tester   **Pharmaceutical Company**

Completed the UAT and usability testing for a web portal for the company's numerous applications.
Took a key role in bringing the business and IT departments together to close the gap created by the redundancy of the e-business team
Managed the risks, issues, dependencies and change within the test project
Drove client stakeholders' expectations of UAT and ensured the delivery of those expectations
Negotiated with project sponsors, liaising between IT and the Business regarding usability and platform issues

Test Team Leader   **Retail Bank**

Led two teams testing the functionality and GUI aspects of a wealth manager system and interfaces to third party applications e.g. client/management documents.
Designed and implemented a new procedure for the testing lifecycle
Successfully managed the team's extensive regression testing when the underlying core system was upgraded, involving defining the test scope, plan and schedule, negotiating resource allocation and undertaking ongoing test management

Test Team Leader   **Global Investment Bank**

Led a team testing a variety of internal and third party applications covering web based developments, HR and contact management
Ran the continuous improvement programmes for the test processes, involving collating and researching the feasibility of proposals, presenting them to the management, negotiating resource for accepted proposals, monitoring progress and on implementation, communicating change

Incident Manager   **Global IT Company**

Managed incidents for a large project.
Identified a gap in incident reporting to management, investigated their requirement, negotiated resource to develop the automatic generation of the data for reports, designed the reports and provided skills transfer to the client regarding their usage
Achieved buy-in from the developers and provided skills transfer for the defect management tool
Identified gaps in test processes, proposed and implemented the agreed solutions.

Programmer/Tester   **International Retail Company**

Analyst programmer for loyalty card database and test analyst for POS software.
Programmed in COBOL / batch IMS / JCL / AIX and was involved in the specification, design, development and testing of new programmes for a system supporting a large database
Participated in the Configuration Management of hardware, testware and software, maintaining records of the configurations to support back out plans, upgrades etc.

Feb 1995 – Aug 1998	Specialist Speech and Language Therapist
Sept 1992 – Feb 1995	Speech and Language Therapist

Key skills

- Certified Trainer in Software Testing
- Test strategy, planning and documentation
- Risk based test management
- Managing Testing in an Agile context
- Structured testing (system, integration, regression, acceptance and live proving)
- Extensive web, client server and database testing experience
- Wide experience of test management tools
- Resolution of strategic issues with senior management and users
- Incident management
- Quality management of software development and continuous improvement programmes
- Excellent communication skills

Working History

Senior Trainer for TSG Training   **Jan 2016 – current**
Delivering the ISTQB Foundation and Agile Extension courses, BCS Intermediate course and ISTQB Advanced courses, CAT, CMAP, iSQI Scrum and Product Owner. Updating and delivering bespoke software testing courses.

Freelance Test Consultant   **June 2007 – Dec 2015**

Delivering ISTQB Software Testing courses and updating course material primarily for TSG
Working for UKTB as a Software Testing Course Accreditor.

Munich Re   **June 2004 – May 2007**

- Test Manager for Leading UK Life Re-insurance company
- Set up Test Team
- Supported testers working in an Agile team
- Developed and presented training for users (Actuaries) and IT Department
- Developed and maintained test team documentation (e.g. templates for strategies and reports)
- Implemented process improvement process
- Managed all testing for busy IT Department releasing code into live weekly (maintenance and new projects)
- Budgeting and test scheduling
- Project manager for IT imposed projects e.g. updating all user Ids on databases and ensuring that all applications could accept new Ids, upgrading client builds
- Developed methodology for working with offshore developers / testers

Imago QA/Microgen IQA   **Nov 1999 – June 2004**
Test Consultant/Team Leader and ISEB Trainer

QUALIFICATIONS & ACCREDITATIONS

2018	iSQI Scrum Master Pro
2018	TMMi Professional
2017	ISTQB Advanced Test Automation Engineer
2016	CMAP (Certified Mobile App Professional)
2015	ISTQB Foundation Level Extension - Agile Tester
2011	iSQI Certified Agile Tester (CAT)
2007	ISEB Practitioner certificate in Software Testing
2002	Professional Certificate in Management (OU)
2000	Lloyds Register of Quality Assurance Internal Quality Auditor
1999	ISEB Foundation certification in Software Testing
1992	BSc (Hons) 2.1 Speech Science (UCL)
1988	3 'A' levels: grades A, A, B (Maths with Statistics, Biology, Physics)