

# Benjamin Parker

## Test Analyst (Deputy Test Lead)

Bridgend, South Wales, UK - Email me on Indeed: [indeed.com/r/Benjamin-Parker/29e8fd8f814c68a8](https://www.indeed.com/r/Benjamin-Parker/29e8fd8f814c68a8)

### WORK EXPERIENCE

#### Test Analyst (Deputy Test Lead)

CGI - January 2016 to Present

Over the past months I have been employed by a local large IT company as a test analyst. I have developed new skills in IT and have enjoyed learning a new aspect of IT. During my interview for the role I was lead to believe certain requests would be met but I have now discovered that this will not be the case. I have assisted with leading projects which has required me to delegate workloads to staff and also attend client sites around the country.

Programs used and skills developed:

HP Quality Centre/Application Lifecycle Management

Testing Documentation - Test plans, Scripts, completion reports.

Witness Testing

Defect Management

Putty, WinSCP, SoapUI, SQL, Oracle, VOLT DB

#### IT Technician

Bridgend Council - May 2012 to January 2016

During my employment with Bridgend County Borough Council. I was employed by a local comprehensive school as an IT technician where I assist in the maintenance, development and general day to day running and problems of the school's IT systems. The primary part of my role is fixing computer hardware, software and networks within the school whilst also training staff members on software from Microsoft Office or specific school software.

I also enrolled on a CompTIA A+ course to refresh and further my knowledge and skills but unfortunately did not have time to complete the course; this is something I am keen to continue to improve on in the future.

#### Technical Support

- January 2012 to May 2012

A temporary call centre based position, assisting customers with broadband, computer and mobile phone faults.

#### IT Technical Support/Assistant Team Leader

Logica - April 2011 to December 2011

A temporary contract assisting customers with broadband and computer faults, diagnosing and correcting issues via the telephone. Duties also included assisting the team leader with team building and training new members of staff.

#### Manager

ComputerXplorers - February 2010 to April 2011

Responsible for organising staff rotas, developing the business, performing presentations at schools, attending meetings, liaising with Head teachers and teaching classes on a daily basis. I efficiently organised the day-to-day running of the franchise, was successful in promoting the business to local schools and gained

considerable job satisfaction in transferring my knowledge and passion for I.T. to young pupils. The owner of the business eventually returned to full-time employment and did not extend his franchise agreement.

### **IT Assistant**

ATEC Electrical Ltd - December 2008 to January 2010

Installing and maintaining computer network and systems. During my time at the company I assisted the office staff with the day to day running of the business, answering the telephone organising engineers' schedules, training staff in Microsoft products and assisting with office administration.

### **IT Assistant**

Sony - February 2007 to December 2008

Dismantling unused computers and salvaging the useful parts, upgrading computer hardware and software and also developing workstations and networks on the factory floor.

### **I.T Developer**

WASP I.T - November 2005 to January 2007

Primarily developing and implementing IT systems for local businesses using ERP Syteline and also creating reports using Crystal Reports.

### **Other Information:**

In my leisure time I am a qualified Level Two rugby coach. I started coaching four years ago for a local women's rugby team and, having developed my expertise and reputation, am currently coaching a local youth team, having also working for the Ospreys as a district development team coach with under 14's, 16's and youth teams. I have successfully achieved coaching awards and am keen to develop this further.

My experience of the world of work to date has taught me to work effectively under pressure and to use my own initiative. I am punctual, reliable, trustworthy and well organised and believe that I have the necessary skills, energy and enthusiasm to make a success of the vacancy you are currently looking to fill. I would appreciate the opportunity to discuss this further at an interview.

## **EDUCATION**

### **HNC in ICT**

Bridgend College  
2003 to 2005

## **ADDITIONAL INFORMATION**

GCSEs Porthcawl Comprehensive School [...]

Mathematics C  
English C  
Science CC  
Geography C  
ICT D  
French D  
Music D

Other Qualifications

2010 - Level 1 Certificate in Coaching Rugby Union L1CC (RU)

2013 - Level 2 Certificate in Coaching Rugby Union L2CC (RU)

2014 - Level 1 Referee Foundation Course

2014 - Level 1 IRB Strength and Conditioning

2015 - First Aid Trained

2016 - Fire Marshal Trained

2016 - Certified Agile Tester

2016 - ISTQB (Currently studying)