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## 1.1 Personal particulars

**Name:** Tan Yeow Guan Johnson

**NRIC:** S7825903E

**Email:** [johntanyg2@gmail.com](mailto:johntanyg2@gmail.com)  
**Gender:**Male

**Marital Status:** Divorced

**Nationality:** Singaporean

# **Race:** Chinese

**Address:**Blk 449 Yishun Ring Road #12-94 S (760449)

**Date of Birth:**6th September 1978

**Contact Number:**6667 6352 (Home) / 9233 1770 (Mobile)

# **Language Spoken:**English, Mandarin

**Language Written:**English, Mandarin

**Interested in:** Full Time – Permanent Positions

**Tools/Skills:** HP ALM, Mercury Winrunner, Silktest, Jira, Redmine, MS Office, MS Project, UAT, Business Analysis, Requirements Gathering, Lombardi, MS Server, SQL, Oracle, Avaloq, VB, HTML, Java, IBM Rational tools, Toad, AS400

## 1.2 Academic and Certifications

**Certifications  
1. Feb'2016**

**International Software Testing Qualifications Board-BCS Certified Tester: Foundation Level (CTFL)   
 Certificate No: 2016009** *(h*[*ttp://www.istqb.org/certification-path-root/foundation-level/foundation-level-in-a-nutshell.html*](http://www.istqb.org/certification-path-root/foundation-level/foundation-level-in-a-nutshell.html)*)*

**2. March'2016**

**NICF- Business Analysis Fundamentals - Requirements Development (NUS - Institute of System Science)**

* **IT-RG-401S-1 Determine business expectations and needs**
* **IT-RG-402S-1 Gather data to identify business requirements**

**3. November-December'2016 - Upcoming**[**NICF- (ISC)²**](https://www.iss.nus.edu.sg/ProfessionalCourses/SearchCourse/CourseDetail/tabid/267/cid/2/cname/nicf-certified-information-systems-security-professional-cissp-cbk-review-seminar/Default.aspx)**Certified Information Systems Security Professional (CISSP) CBK Training Seminar and Exam  
  
Academic  
Jan 2003 – March 2004:**

Birmingham City University- BSc (Hons) in Business Information Technology (Awarded: 2nd Class Upper Honors)

**Jul 1995 – Jul 1999:**

Ngee Ann Polytechnic - Diploma in Computer Studies

**Jan 1991 – Dec 1994:**

St. Patrick’s Secondary School - ‘O’ Level

**Jan 1985 – Dec 1990:**

Siglap Primary School – PSLE

## 1.3 Working Experiences

**Infosys Limited (Mon, 12-Dec'16 - Current) - Permanent**Posted to Citibank Private Banking (3 Changi Business Park Crescent Level 1. Singapore 486026) **Project Manager**Point of contact for APAC for the InView project for Citibank Singapore Wealth Management. Assigned to manage the testing cycle, testing timeline, business requirements and functional solution aspects of several projects with various stakeholders (Business owners, Business Analyst, Technical Analyst, Developers) and offshore team/testers. The following are some of my responsibilities:

Understanding business & functional requirements, business process and overall project plan.  
• Defining the scope of testing within the context of each release/delivery.  
• Preparation of Effort Estimation, Schedule, Test Plan which includes deploying appropriate testing framework to meet the testing mandate.   
• Managing & growing testing assets required for meeting the testing mandate - Team members, Testing tools & processes.  
• Test Data Mockup, data Identification and preparation;   
• Quality Check, Reporting and resolving the anomalies, defect logging, Tracking and Test Execution Reporting.  
• Maintaining clear lines of communication within testing team, development, project management and stakeholders.   
• Assuring quality & identifying potential improvement opportunities.  
• Providing Innovations, Business Value Add and Increasing Productivity.  
• Implementing & evolving appropriate measurements and metrics.  
Testing skills including managing test teams at offshore & onsite, leadership & knowledge management in maintenance projects  
• Driving testing process improvements with focus on smooth execution and delivering high-quality releases  
• Handled testing engagements under TCoE model providing end to end test management support for Functional and Data warehousing projects.  
• Coordination with business, technology and Implementation stakeholders for all testing efforts across multiple inter-related work streams

**Government Technology Agency (GovTech) (Mon, 06-Jun'16 – 05-Dec’16) - 6 months Contract**Posted to Singapore Customs (55 Newton Road, #09-01, Revenue House, Singapore 037987) **Business/Test Analyst**Assigned to manage the business requirements and functional solution aspects of several projects. The following are some of my responsibilities:• Analyze stakeholders’ needs, scope the problem and develop business case to address the problem   
•Assess current state, analyze stated requirements of stakeholders and accurately define business need within specified scope  
•Assist in the preparation of proposals to develop new systems and/or operational changes  
•Document requirements, source and evaluate alternatives, and recommend solution that best fits stakeholders’ needs   
•Manage changes to ensure stakeholders and project team remain in agreement on solution scope   
•Work with stakeholders to ensure smooth deployment and adoption of new solution  
•Knowledge and experience in product / industry’s trends, best practices and technologies   
•Strong analytical, conceptualization and problem solving skills   
•Proactive and dedicated individual with strong customer orientation and multi-tasking capabilities  
•Excellent communication skills, both oral and written  
**Achievements**: Successfully analyzed and completed the test cases for the following systems,   
- Enterprise Data Warehouse (eDW), Customs License/Permits Registration (RGI), Declarant Agent Grading System (DAGS), TradeNet Interface eCustoms (TNI), Mobile Tip-Off, eCustoms

**Aviva Singapore (Mon,24-Aug'15 – Thur,31-Dec'15) - Short term contract**4 Shenton Way #01-01 SGX Centre 2  
**Test Analyst**  
Assist in gathering, analyzing and documenting user requirements for Aviva Term Life insurance and ezSnap. Ensure that the UAT is well conducted. Participate in testing, raise defects and ensure they are fixed in accordance to severity, creation of test cases, perform regression testing when needed and attend daily Scrum standup meeting for progress updates. Participate in live verification when products go live. Manage and communicate with all UAT parties such as New Business, Servicing Team, Marketing Team, etc. Tools used include Scrum methodology, AS400 and Redmine  
**Achievements**: Successfully tested and launched 2 products: ezSnap and Life Direct (Aviva’s Direct Purchase Insurance)

**Deutsche Bank AG, Private Wealth Management - Contract**1 Raffles Quay, Singapore 048583 **Test Analyst   
(Mon,01-Jul'13 –Fri,21-Aug'15)**Part of the team to perform requirements gathering, UAT, defects management and coordination on a new trading system called the Bankers Desktop. The system is used to enter trades and generate customers' financial reports. Travelled to DB Switzerland as part of the UAT team for perform test execution on the T24-R11 upgrade project. Coordinated the UAT of several front office systems such as the Client Call Tracking, Document Management System, Request Approval Routing, CWATCH for PWM Asia Collateral Monitoring as part of the global IE11 migration initiative by closing the gap between the business users and the technology team. Apart from that, I am also actively involved in the UAT of the Avaloq system which will be replacing most of the core banking systems in Deutsche Bank. This role allows me to grasps a deeper understanding of the F200 (requirements) and B650 (process flows) in order to come out with better and more accurate test cases. I will also be required to perform test data preparation, user account management, test cases execution, test coordination and utilize Jira as the defect management tool when it comes to defect analysis. I was also in charge of the logistics and user setup access of the project. The following are the responsibilities:  
- Perform User Acceptance Testing of the functional requirements of the new core banking system  
- Document UAT Test Scenario, Test Cases , Test Scripts and define and prepare Test Data  
- Identify software defects and raise defects in defect tracking system and subsequently retest the defect when its fixed  
- Report to the UAT Test Lead and Project Manager - results, test metrics etc  
**Achievements**: Successfully tested the T24 system in Geneva and played an important role in testing and coordinating the UAT with the users for the Avaloq systems implementation.   
Completed 1 full SDLC  
 **CrimsonlogicPte Ltd - Contract**31 Science Park Rd, Singapore 117611  
**Senior Lead Consultant - Software Test& Business Analyst  
(Mon,13-Sep'10 – Fri,07-Jun'13)**Led a team of software test engineers to deliver testing services on the Frontier system-an online licensing service system for over 20 government agencies developed to replace the OBLS. Act as the overall champion for testing domain and to impart knowledge to others. Met with users from the Health Science Authority to gather requirements, analyze, design and produce the functional specifications  
**Achievements**: Lead a group, tested and coordinated the UAT of the Frontier system for a group of government agencies   
 **Hewlett Packard - Contract**138 Depot Rd, 109683 **User Acceptance Test Team Lead (HR Operations Advisor III)  
(Mon,04-Feb'08–Fri,06-Aug'10)**Led global (EMEA,AMS, ASIA) users to various UAT on numerous HR systems. This role allows me to use web application testing and knowledge of best practices in testing. It also requires me to ensure effective coordination, communication skills with professional attitude and strong quality assurance skills. I also took part in the integration between EDS HR and HP HR. I had also successfully revamped several templates and important doc procedures used for driving projects.   
**Achievements**: Successfully tested and coordinated the integration of the systems used by EDS HR and HP HR. I had also successfully revamped several templates and important documentation procedures used for driving projects.  
Completed 1 full SDLC

**Singapore Computer Systems Limited (SCS) - Permanent**7 Bedok South Road Singapore 469272

**Quality Assurance / Testing Analyst (Business Solutions – Govt 2)   
(Mon,24-Apr'06–Fri,25-Jan'08)**

Led a team of 2 to test on various core modules of the CIRIS system for the Immigration Checkpoint Authority (ICA).CIRIS is meant to complement over-the-counter services, by delivering integrated services on demand over a wide spectrum of electronic channels in a secured environment. I have been to the Tuas Checkpoint to conduct UAT and training to 30 users. I was also required to work with the project teams and perform quality audits and regression testing on business critical areas of the software at the various stages of the SDLC.  
**Achievements**: Successfully tested and launched the CIRIS system for ICA

**Singapore Post Center - Permanent**10 Eunos Road 8, Singapore Post Centre S(408600)

**Analyst Programmer/IT Support   
Duration:(Mon,06-May'02 –Fri,14-Apr'06)**Handled real time development processes, core systems and servers that constitute to the fundamental business running processes of Singapore Post Center(SPC). Ensured the systems are well maintained by using MS Visual Basic, SQL language and integrated with MS Access, MS SQL Server and Crystal Reports. Provide daily assistance to the users and develop new or maintain existing systems. Actively involved in the SDLC, software documentation and software quality assurance as I am constantly dealing with real-time developments   
**Achievements**: Enhanced several existing systems such as the Registered Article system and create new systems such as the Bar Code reader system. Met with vendor to provide input on selecting the appropriate hardware for bar code reading and act as a help desk support for users as well.  
Completed 2 full SDLC.

## 1.4 Character Referees

**1. Mr.Tan Tian Leong (Inland Revenue Authority of Singapore-Senior Infocomm Specialist-IAP)**

Email: TAN\_Tian\_Leong@iras.gov.sg  
HP: 92336008

**2. Mr. Henry Heng(Director of PWM-OM Deutsche Bank AG)**

Email: henry.heng@db.com  
HP: 98259292  
**3. Mr. Goh Chee Seng(GovTech-Singapore Customs-Applications Consultant-Information Technology Directorate)**

Email: GOH\_Chee\_Seng@customs.gov.sg  
HP: 84448829

## 1.5Awards and Testimonials

**1. National Service Testimonial & Achievement award:**

Awarded by Commanding Officer, Major KokKamWai (PayaLebar Air Base-AMS) for recognition of work commitment,

good attitude and dedication

**2. Testimonial received while working in Singapore Post as Analyst Programmer:**

Awarded by Lim Tian Wan, Director (Application Development) for recognition of good working attitude and

Commitment

**3. Freelance website development project:** <http://www.calibreengrg.com/index.html>Gathered and analyzed the requirements from Calibre Engineering, worked with the developer to develop the website  
 and managed the entire project’s SDLC to launch it successfully