CAREER SUMMARY

- Team Leader and software quality assurance specialist with 10 years in banking and 5 years in the fast paced world of tech startups and financial enterprise companies.
- Strong planning and organizational skills managing resources and QA activates.
- Skilled in testing in a modern, mobile first workflow (iOS and Android) and web services.
- Strong communicator who thrives when collaborating with other teams such as development, product, editors, authors, graphic designers, customer service and IT.
- Experienced in working with automation tools such as Robot Framework, Selenium, and Appium.
- Computer Science education and experience working as a software developer using Agile, and SDLC life cycles.

SKILLS SET

- **Languages**: JavaScript, Python, Java
- **Tools**: Robot Framework, Selenium, Jmeter, cURL, SoupUI, Postman, Jenkins, Bitbucket
- **Test Management**: JIRA, HP QC, DOORS
- **Database**: Oracle, PostgreSQL, TOAD, Squirrel, PL/SQL, JDBC
- **Operating System**: Windows, UNIX, SuSE Linux
- **Web**: HTML, CSS, Bootstrap, jQuery, Confluence, Bamboo

CURRENT ONLINE COURSES

• Full stack development • Modern JavaScript • Python and Django Full Stack Web Development • Robot Framework Automation • Robotic Process Automation • REST API with Flask and Python • Selenium WebDriver with Java • Appium Mobile Automation Testing

EXPERIENCE

CIBC - QA Lead	January 2018 – March 2020

Sprint planning, backlog grooming, resource managements, tasks assignment and follow up, triage meeting, SLA and follow up, hot fix, daily and weekly reports and sign offs.
Collaborated daily with Campaign leads, Data Scientists, Project Manager, QA team, Graphic designers, Editors, and offshore resources to monitor and successfully publish sprint deliverables.

Key Contributions

- Provided relevant optimized content to targeted clients by test and publishing content, design, layout, graphics, assets, navigation, accessibility, analytics, Meta data/SEO, functionality, layout, and rendering for every screen sizes resulting in successfully achieving marketing goals.
- Implemented new Dashboards for monitoring and tracking current and future sprint deliveries and task assignments which significantly improved the productivity of my team as well as other teams.
- Developed new testing and publishing process document for a new mobile platform that served as a guideline and was used by the entire QA team which considerably improved testing and publishing activities.
- Increased awareness throughout Line of businesses by providing presentations about the latest testing and publishing updates.
- Received QUARTERLY TEAM RECIPIENT achievement award after successfully test and published CIBC Brand Advice campaign.

Technical Environment

Adobe Experience Manager, Adobe Target, Adobe DTM, JIRA, Agile Scrum and Kanban, Test Flight, Fiddler, NVDA screen reader, host files, Accessibility, Confluence, Microsoft TEAM, HPQC

RBC - Quality Engineering Lead	January 2017 – September 2017

Collaborated with various teams to successfully complete Credit Score and Mobile NOMI Insights projects and release to production.

Worked with Automation team to identify regressions coverage leaks and plan to automate the missing functional areas in the automation suit.

Key Contributions

- Created and reviewed high level and detailed QA estimates, and Test Objective Matrix with stakeholders and delivered to QA the team which enabled successful QA planning and execution.
- Significantly improved script execution by analyzing testing scope and worked with data analyst to gather required test data which was consumed by the entire QA community.
- Improved defect resolution turn around by more than 50% after scheduling Pair testing sessions between development team and the QA resources.
- Send out Daily and weekly QA progress report. Reviewed outstanding issues during daily triage conference call meeting which included all stakeholders to prioritize and develop plan of action for outstanding defects.
- Created Production Implementation release plan to help the release verification team during Production verification.

Technical Environment

JIRA, Robot Framework, Test Flight, iOS, Android, Agile, SDLC

Zenbanx (Acquired by SOFI) – QA Lead   February 2013 – December 2016

Team leader on the Zenbanx QA team that saw through the evolution of the product from initial concept, development, beta program along to commercial launch in the Canadian and US markets. Oversee the testing of Zenbanx Multi-Currency bank account mobile applications (iOS and Android) which is the company's core product and main focus.

Key Contributions

- Acted as a main resource point for product knowledge. Whenever someone has had a question about the state of the product, whether in customer service, banking operations or business I am often the first person they come to.
- Performed Mobile testing (iOS, Android), Web Service testing, and the desktop app testing over many iteration of the product life cycle from the Alpha release to the production release.
- Coordinating and the management of releases across various portfolios containing application updates to the production environment.
- Took online Appium Mobile Automation Testing course for mobile testing automation initiative.
- Have enjoyed the fast paced and exciting world of tech startups, happily volunteering many evenings and weekends to work extra hours in order to help improve the product.
- Planned and coordinated companywide bug-fest activities, enabling developers & testers to work together in resolving bugs rapidly as a team.
- Worked closely with the Product team in refining new features and planning the testing approach and the HR in the hiring process of new recruits for the QA team.
- Extensively used JIRA to track and follow progress of new features, defects, assignments, and overall status of different projects.
- Strong advocate of employee culture, preparing Fridays breakfast, organizing the coffee club.

Technical Environment

JIRA, Selenium, Appium, Postman, cURL, Test Flight, iOS, Android, Agile scrum

Capital One (Devtopia) - QA Lead   January 2008 – February 2013

Lead the test team of 3 members to maintain over 50 internal Capital One web applications. Performed Scrum Master Duties and used JIRA extensively to plan and monitor project activities.

Key Contributions

- Followed agile scrum and daily stand up to keep track of progress of assigned group work.
- Created and executed functional and regression test scripts.
- Planned regular meetings with product and business owners to resolve relevant issues.

- Performed Scrum Master Duties.

Technical Environment

JIRA, Selenium, SoupUI, Agile scrum, Jmeter

8020 Solutions - QA Lead	July 2007 – November 2007

QA lead for a new interactive marketing web application that was used by marketing agencies using agile scrum to monitor and track sprint testing activities.

Canadian Bank Note Company - Verification Specialist	2003 –2007

Developed and executed test scripts for the company's main product; the Abrazo Lottery Management system throughout product testing cycles and development iterations.

Deployed the system to offshore customers in Caribbean and provided support to the vendors.

Developed a web-based Java application for a network security device on SuSE Linux platform.

Kestrel Solutions - System Integration Engineer	April 2001 - July 2001

Designed test plans and regression test suites for functional component of optical switch such as Performance monitoring, fault management, security administration, and service provisioning for ways to improve regression coverage.

Nortel Networks - Network Characterization Engineer	1996 – 2000

Planned and configured Long haul network optical switches before final deployment to customer labs. Test Platform Networks consisted of combinations of traffic volumes, switching capacities and system configurations.

Performed software changes required by architectural restructuring of DS1 & DS3 optical components. Completed integration testing and system level troubleshooting.

EDUCATIONS & CERTIFICATES

ISTQB Certified Tester, Foundation level	ISTQ test center	2019
Enterprise Application Developer	Praxis Training Institute, Ottawa	2000
BSc with Honors in Computer Science	University of Ottawa, Ottawa	1996

SPECIAL INTERESTS

- Long-distance running - Ottawa National Capital Marathon, Toronto Waterfront Marathon
- Strong advocate of cycling
- Organizer of espresso club at previous workplaces

REFERENCES – Available upon requests.