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ICT Consultant, 09/2019 to 11/2020 (Contract)  Avbob Mutual Society, Pretoria, Gauteng   * Investigated and addressed system issues to enhance usability and improve functionality. * Assessed business needs and problem areas to create focused solutions for automating testing. * Reviewed performance benchmarks and established metrics for future tracking of performance testing. * Collaborated closely with upper management to drive strategy through development and implementation of new processes.   Automation Test Lead, 08/2018 to 08/2019  Fulcrum Financial Services, Bryanston, Gauteng   * Ensure alignment between test environment and production environment; Treat production issues as priority. * Designed validation and quality assurance parameters for automated test of the Flexi-Broker System. * Developed efficient technical solutions to resolve wide range of automation testing problems. * Applied Agile Delivery methods to simplify testing process decisions through iterative development. * Completed automation of functional and regression testing. * Researched and selected automation tools, prioritizing cost-effective solutions capable of shortening diagnostic workflows. * Completed both progressive and regressive testing scenarios through application of comprehensive testing frameworks encompassing both. * Supported DevOps integration to align software development and information technology efforts, providing efficient testing practices.   Test Engineer, 08/2017 to 07/2018  Audatex, Solera, Waterfall ,Midrand, Gauteng   * Tested hardware and software within tightly controlled sandbox environment prior to release to production. * Tested, identified and troubleshot problems in field with cellular networks and data collection equipment. * Developed and executed comprehensive test plans and workforce breakdown structures for complete systems. * Efficiently executed over 1000 automation scripts using Selenium-Webdriver,Katalon Studio. * Wrote high-quality test cases and scripts for use with web automation software. * Engaged internal and external customers during planning and test phases and interfaced with assigned project managers to comply with entry criteria. * Developed and ensured adherence to testing standards and best practices. * Planned, implemented, tested, and documented solutions within Integrated Testing Facility for integration efforts and support of third-party engineers. * Created comprehensive test plans, test scripts, and use cases to support testing objectives.   Software Test Analyst, 01/2015 to 12/2017  Outsurance, Centurion,Pretoria, Gauteng   * Determined server operating limits by conducting monthly load tests. * Operated under Agile and Scrum frameworks to complete releases every two weeks and to ensure well-organized sprints. * Evaluated function, performance and design compliance of every product against design standards and customer needs. * Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches. * Completed in-depth usability testing on Windows, Android and iOS mobile devices. * Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations. * Assessed software bugs and compiled findings along with resolution techniques in documentation to disseminate to Developers.   Retention Specialist, 01/2011 to 01/2015  Outsurance, Centurion, Pretoria, Gauteng   * Presented insurance options to customers in order to close sales on new policies. * Tracked all pending authorizations to ensure timely resolution and avoid revenue loss. * Researched and resolved routine and complex issues. * Developed and maintained long-term relationships with policyholders and small business entities. * Utilized advanced skills in solving problems and making accurate decisions to implement strategies that brought about immediate results. * Maximized team knowledge and productivity by effectively training, monitoring and directing employees in application of best practices and regulatory protocols.   Member Service Specialist, 06/2010 to 09/2011  Discovery Health, Centurion,Pretoria, Gauteng   * Resolution (telephonically, via e-mail/letter and on a face-to-face basis) of escalated complaints and queries in a professional manner that is consistent with Discovery's philosophies and values. * Build and establish relationships at all levels with external partners and internal departments (including franchises, Brokers and Members) so as to ensure that efficient resolutions are found to any problems that may arise. * Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service. * Compiled customer feedback and recommended service delivery improvements to management.   Customer Service Representative, 05/2009 to 05/2010  Cell C, Midrand, Gauteng   * Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes. * Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction. * Responded to customer requests for products, services and company information. * Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. * Adhered to company policies and scripts to consistently achieve call-time and quality standards.   Education  ISTQB Foundation Level  SASTQB  ISTQB Advanced Test Analyst  SASTQB  ISTQB Advanced Technical Tester  SASTQB  CFA Level 1**, Finance**  CFA Institue   * Received Access Scholarship   CCNA Cisco Cyber Security Training**, Security System Technology**  Cisco Learning Academy   * Received Cisco Cybersecurity Scholarship   RE5**, Financial Planning And Services, 2012**  Financial Planning Institute (FPI)   * Graduated in Top 10% of group that wrote the exam   Short-Term Insurance Full Qualification**, Insurance And Risk Management, 2014**  INSETA   * Professional development completed in Short-term insurance   Bachelor of Commerce**, Informatics, 09/2017**  UNISA - South Africa  Bachelor of Commerce Honours**, Informatics**  Unisa - South Africa  RPA Developer Foundation**, Artificial Intelligence And Robotics**  UIPath Academy  Nanodegree**, AI & Computer Vision**  Udacity   * Recipient of Intel® Edge AI Scholarship Foundation Course Nanodegree Program Scholarship | | **Address: :** Rand West, Gauteng 1759  **Address: :** 1759, Rand West, Gauteng  **Phone: :** 082 693 1101 / 065 992 1054  **Email: :** rldisemelo@gmail.com    **Skills**   * Solution development * Agile Delivery * Automated Test Development * Comprehensive Testing Frameworks * Remote Management * DevOps * Project planning * Team Leadership * Automation knowledge * Test implementation * Technical analysis * Automation design * Software automation * Experience with automated test tools such as Cucumber / Selenium / Selenium WebDriver / Selenium Grid * Experience using test project management wiki tools such as JIRA / Confluence / Azure DevOps * Experience with HP Test Suite tools: ALM/Quality Center, and QTP/UFT with VB Scripting Knowledge and experience with the HP LoadRunner tool, and JMeter Experience developing test automation scripts in VBscript,C#,Java |

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