

# Gunnar Finkeldeh

SENIOR QA ANALYST

## Summary

In the last 10+ years of being involved in Quality Assurance, I have been demonstrably successful in both delivering tested business critical systems to the customer's satisfaction and focusing on improved quality and efficiencies within the various delivery teams and processes. During this time, I have tested a number of different in-house and third party web applications, some relying heavily on a service orientated architecture, amongst others: a crucial underwriting platform forming a key part in the underwriting of US based risks and a new document storage application to cater for the ever increasing claims function for a Lloyds Syndicate; a heavily service oriented global digital supply chain/workflow application within the Music Industry sector. As part of these projects I always ensured QA contributions throughout the full agile delivery process, resulting in higher quality and confidence in the products and processes. I sought to continually add value by getting involved from the beginning of the delivery lifecycle, rather than seeing testing as just another phase after development was completed.

I am comfortable working in any size team, and whichever project methodology is in place. My focus will always be on delivering the required solution at the highest quality. I also have a keen interest in keeping up with new technologies and different methods of achieving project goals. I actively seek to expand my knowledge, as well as acquiring new skills and improving existing ones, so that I may rise to the challenge.

## Key Skills

- Methodologies: Agile, Scrum, Kanban, Waterfall
- Platforms: Windows 7/8/10
- Databases: MS SQL, RavenDB, MySQL, Apache Cassandra, PostgreSQL
- Test Management Systems: Quality Centre, ALM, RallyDev, Jira, Practitest
- Version Control: Perforce, TeamCity, CruiseControl, Git
- Collaboration Tools: Fitnesse, Confluence, Trello, Slack
- Monitoring Tools: Splunk, Kibana
- Soft Skills: Stakeholder Management, Resource Management, Environment Management, Team Player, Excellent Communication Skills and Problem Solving

## Certified

- ISEB Foundation Certificate in Software Testing
- ISEB Intermediate Certificate in Software Testing
- C.A.T - Certified Agile Tester

## Industry Experience

- Online Gambling (Casino, Lottery)
- Legal
- Utilities
- Insurance – Lloyd's Syndicate
- Digital Music Distribution
- Retail – eCommerce
- Start-ups – Cybersecurity / Media
- Media

## Career History

### **April 2020 – July 2020**

#### **Senior QA Engineer at iTech Media (London)**

Responsibilities included assessing QA functions within each Squad and determine the requirements to build out the in-house QA Chapter. Devising a QA Strategy for the next 3 months to improve and introduce QA best practises. In addition, helped with day to day testing on the rebranding for one of the main gambling sites within the portfolio.

### **October 2017 – April 2020**

#### **Senior QA Engineer at Tessian Ltd. (London)**

*Tessian is building the world's first Human Layer Security platform to fulfil our mission to keep the world's most sensitive data and systems private and secure. Using stateful machine learning to analyse historical email data.*

Primarily focusing on testing the Outlook Add-in developed to prevent outbound data breaches as well as prevent inbound strong form spear phishing attempts. Implementing non-existent QA processes to underpin the development efforts within Engineering. Assist with testing regular expressions used as part of Data Science. Also successfully tested several backend changes, such as data redaction, windowing and migrations. Daily collaboration with developers on building a product that provides exceptional customer value, through highlighting possible usability improvements or enhancements. Continually working to improve newly implemented processes to improve better testability and test coverage. Built out a Regression pack that did not exist previously with great success. Leading and facilitating 2-week team retrospectives.

### **April 2017 – September 2017: Contract**

#### **Test Lead at Camelot Global. (Watford)**

Managed and co-ordinated successfully data migration activities on Project Froome, which consisted of moving the old Loterie Romande website from Interactive Gaming Services to Camelot Gaming Services. Activities included interaction with developers and QA across different regions, Athens, Sofia and London. Co-ordination of test execution and aligning test resources accordingly. Working closely with DevOps regarding environment provisioning and support. Exposure to open source technologies such as Kubernetes and Apache's Cassandra DB. Data Migration Testing revolved primarily around migrating LoRo's MySQL player database over to Cassandra correctly, while Dress Rehearsals focused on testing Go Live implementation and improving the data migration strategy and performance.

### **February 2017 – April 2017: Contract**

#### **Senior Test Analyst at WithReason. (London)**

Successfully tested an MVP release of a brand new Independent Financial Advice website for Daily Mail, utilising Serverless Architecture provided by AWS Lambda. Main Technologies used consisted of ReactJS and new bespoke microservices. Testing was conducted using a combination of Postman and SoapUI for functional and performance acceptance criteria on API's. In addition, mainly exploratory testing was performed on the website due to the lack of upfront Acceptance Criteria.

A crucial part of the team which took advantage of agile working practises, using daily stand-ups, continuous integration and scrum boards as part of their day to day activities.

**November 2016 – January 2017:****Solution Delivery Test Lead at Harrods Ltd.**

Solution Delivery Test Lead within Solution Development, which is responsible for the day-to-day BAU activities. Main responsibility was to assess QA capabilities and how to improve these as part of Harrods move to a Lean IT Strategy. As part of this, I successfully presented the concept and idea of Continuous Delivery and made recommendations on how this can be achieved.

**April 2016 – November 2016:****Test Lead Consultant at TSG (Testing Solutions Group)**

*Testing Solutions Group specialises in assuring successful outcomes for business-critical programmes. They have been in business since 2002, during which time they developed a brand and reputation as a capable and industry-leading innovator in providing confidence in its testing programmes. I am currently a Test Lead Consultant and presently engaged on:*

**Functional Test Co-ordinator at Linklaters LLP (London)**

June 2016 – November 2016

**Projects:**

- Omnis Futures Desktop: Test co-ordination of functional testing for Linklaters migration to a Windows 10 mobile desktop platform.
- DocExplorer: Functional Testing of in-house developed Document Management System
- People Picker: Functional Testing of in-house developed People Lookup System

**Responsibilities:**

- Creation of Test Plans
- Creating, reviewing and executing test scripts
- Participation in planning and strategy meetings

**September 2007 – April 2016:****Senior Consultant at SQS (Software Quality Systems)**

*SQS Group Limited is an international pure-play testing consultancy with over 30 years' experience and 10,000+ completed projects. During my time as a Senior Test Consultant, I worked in different roles, and on different client projects, listed below:*

**QA Team Lead at Universal Music Group (London)**

November 2015 - April 2016

**Projects:**

- L.P.I – Label Process Initiative, consisting of Label Workspace, Digital Archives and new Digital Supply Chain: As Team Lead I had to oversee, plan and manage the different work streams, allocating work to the team, managing and deploying to test environments, participate in sprint planning sessions, retrospectives. A crucial part in delivering a new release to the business every 2 weeks, and maintaining the businesses set delivery date.

**Achievements:**

- Responsible for initiating a review on how test deployments are made, through highlighting the risk that deployments are taking too long, i.e. 45-60 mins, negating the concept of continuous deployment and adding considerable testing downtime. Business consequently implemented various improvements that would result in a more efficient deployment process
- Highlighted and initiated a review into how the release process works, as it was inefficient, and kept changing every sprint. This review included above mentioned deployment process, defining how we estimate user stories, allocating work to the various work streams, considering domain knowledge, capacity and sprint delivery goals.

**Responsibilities:**

- Team Lead: Manage and overseeing 7 QA Analysts - 2 Automation, 5 Manual
- Engage with BA's, Product Owners, Developers daily through Daily Stand-ups and Planning Sessions
- Managing Expectations in terms of test capability and capacity, sprint deadlines, risks and issues encountered during 2-week sprint
- Back filling for Test Manager while he was on leave, attending all planning and strategic meetings.
- Continual QA participation and making valuable contributions through formal and in-formal discussions around test resourcing, user stories, risks.
- Actively seeking ways and areas of improvement in QA and development phases to eliminate bottlenecks, inefficient working practises
- Responsible for managing and monitoring test environment health to avoid unnecessary test execution outages or blockers
- Responsible for allocating, deploying and maintaining consistency of releases within test environments
- Creating and maintaining Knowledge Base within Confluence
- Reviewing User Stories and business requirements
- Execution of Acceptance Criteria where needed to alleviate testing constraints.

**Technical Test Lead at Beazley (London)**

September 2012 – November 2015

**Projects:**

- BeazleyPro Underwriting Platform: Technical Test Lead and SME for Beazley's in-house developed underwriting application
- DocVault: Beazley's new Document Storage application to cater for a more easily accessible and scalable system. Mainly integrated with ClaimsCenter, but with the potential of being able to eventually integrate with other systems over time. I was the sole tester on this project, which required functional and API testing around the new security API. Challenge was that there were no requirements from the outset. Application was successfully deployed into Production with the business hailing it as a huge strategic milestone for their claims operations.

**Achievements:**

- Since coming onto the BeazleyPro team, the quality of the product has improved dramatically, mainly because collaboration between BA's and developers increased during my time there. Defects that used be found during UAT, where now raised and fixed during system testing, allowing the business to validate new features were developed correctly in a much shorter time.
- Introduced more regular demo sessions with BA's, discussing usability and acceptance criteria, which at times highlighted gaps within the requirements.
- Assisted and worked in close conjunction with the Delivery Manager to establish a Kanban board to provide a better overview within the daily stand-ups, regarding blockers and work allocations.
- Due to the sudden departure of the Delivery Manager I took over some of his responsibilities in leading the daily Scrum of Scrum calls, between the US and UK. Working closely with the US Programme Manager in terms of mitigating risks, highlighting and resolving blockers, as well as managing delivery priorities.
- Although not familiar with CodedUI or C#, I ended up looking into fixing the Automated Regression Pack that was broken due to VM changes. Managed to fix a handful of test scripts in the process.

**Responsibilities:**

- Functional Testing of BeazleyPro Underwriting Application.
- Subject Matter Expert
- Creation and review of Acceptance Criteria in BDD format (Given When Then)
- Daily interaction and collaboration with Developers, Product Owners and BA's.
- Participating and making valuable contributions in Sprint planning sessions, Scrum of Scrum calls and daily stand up meetings.
- Managing and monitoring environment health, resolving or escalating any outages before US business hours
- Deploying and co-ordinating environment refreshes

- Monitoring nightly and weekend automated regression runs
- Update and refresh InRule Business rules into Environments to maintain consistency, based releases into Production

### **Senior Test Analyst at SSE plc (Perth, Scotland)**

January 2012 – August 2012

Functional Testing of Production Bugfixes for SSE's Call Centre Management System (Vixen). Test Lead on SSE's implementation of PCI-DSS. Test co-ordination of integration testing required. Creation of test plans. Test Execution reports to Project Team. Investigation and initial creation of Regression pack for Vixen software.

### **Test Team Lead at Allen & Overy (London)**

August 2010 - December 2011

#### **Projects:**

- A&O Third Party Application Support, which also included in-house developed document Management System - Omnia: As Team Lead, I was responsible for managing and allocating workload to test team. Test Report reviews
- Matter Creation Workflow: As the sole tester, I was tasked to create the necessary test scripts and executed extensive system testing, plus a huge amount of exploratory testing.

#### **Achievements:**

- Introduced a more consistent way of how offshore resources logged defects, by introducing naming conventions and a template to follow to enable better resolution of issues raised.
- Overseeing and assisting A&O with its migration from QC 9.2 to ALM 11, by creating the necessary TDD (Technical Design Document) for review by the Architectural Review Board. Once approved, I assisted with the implementation and planning of the migration, together with an offshore resource
- Building a solid working relationship with Green Hat Support and Management, through consistent onsite support, resulting in negotiating a free 4-day GH Tester Online training camp for the offshore Test Team.

#### **Responsibilities:**

- Team Lead
- Management of Onshore and Offshore resources, based in Durban, South Africa and A&O BSQ (Bishops Square)
- Maintaining and supporting Quality Centre 9.2
- Daily allocation and management of current and future work streams/projects.
- Review of Test Reports
- Onshore assistance regarding test execution queries/issues.
- Offshore Environment Management – Managing 15 desktop workstations that SA Offshore use daily via Secure VPN. Rebuilding and provisioning workstations on a near daily basis to current Production Build and deploying Applications under Test.
- Weekly Client Resource Meetings to ensure current Testing and Projects meet delivery targets. Assess priorities and resolve testing conflicts, as necessary.
- Creation of Test Plans
- Test Planning and Estimations for Projects and Applications Under Test
- Monthly extraction and reporting on SLA's for both Onshore and Offshore Testing Efforts
- Build up domain knowledge that can be easily transferred to an offshore resource, for the benefit of delivery a better offshore model.

## EDUCATION

2007 – 2008	<b>Varsity College Westville (South Africa)</b> Diploma in Business Management
1996	<b>Damelin Computer School (South Africa)</b> Diploma in PC Engineering
1982 - 1992	<b>Deutsche Oberschule Windhoek (Namibia)</b>

**Languages:** German – Fluent  
English - Fluent  
Afrikaans - Fluent

## REFERENCES

References are available on request.

## CONTACT DETAILS

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