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# Introduction

With over 8 years experience in Software Test across a number of projects and environments, I have built a strong understanding and almost exclusive focus on front end UI and Functional testing through manual and automation. Along with this, I have solid experience in Test and Test case design, development and implementation, as well as test planning and if needed assignment to other people both developers and test engineers.

Test execution both manually and automated is near exclusively though the front end UI in a functional capacity, using both Test cases and Developer stories and features to drive the design of any given test case. I have mostly worked on Browser Web App testing but have also worked on Mobile Hybrid app testing, and even touched on some application testing. My Automation experience is mostly using JavaScript with Protractor and CodeCeptJS, though i have used Java with Selenium and TestNG.

I have both lead and owned various areas in the past including being the squad lead and one of the leads for automation testing, and the local lead for mobile testing, I have also been the owner of areas such as the product help pages which i had to build and lease with PO’s, defect analysis where I would have try to identify how and why a defect made it into a production system. I have also been responsible for conducting 1:1 mentoring and training with individuals on the team.

I have a strong analytical side with a good problem solving skill set, and I am always able to see the entire picture as to what the end goal of something is. I am a strong Team player with excellent leadership skills when needed, and will always strive for the best for the team as a whole helping out as much as I can and always trying to help the slower members that might need it. I have also mentored people in the past who have gone on to move into management and lead positions.

I have over 5 years experience working in SCRUM, where I have organised and run a number of the ceremonies alongside my daily duties including, Daily Stand-up; Sprint Planning; End of Sprint Retrospective and Retrospective of Retrospectives (ie. a Scrum of Scrums) across squads in the project and the End of Sprint reviews and demos.

**Employment History**

**Company: Houghton Mifflin Harcourt**

**Period: October 2019 to present**

**Role: Quality Engineer in Automation**

**Project - HMH RCE / HMH Player / HMH Alver**

RCE is a content delivery system for the HMH education content for students, teachers and parents in the HMH ED educational platform.

HMH Player is a mobile solution for ipads and chromebooks to allow the RCE content to be accessible by teachers, students and parents.

Alver is the next generation of learning system currently being developed to replace the existing Player and RCE tools, which will include both Student and Teacher functionality across Android, iOS, OSX and Chrome devices.

**Responsibilities:**

* QE lead for the team across all 3 products, leading an offshore test team located in Bulgaria. Responsible for identifying work and assigning out where needed. Also being a support person to the team offshore.
* Front end mobile UI automation testing with CodeCeptJS and Appium.
* Front end manual testing in both Web app and Hybrid mobile app.
* Setting up the teams cross platform testing solution using browserstack.
* Setting up of the Appium CodeCeptJS framework, which is currently also the test bed for the wider company to see if it is something that other projects will be moving to.
* Analysis of defects and issues with automation.
* Refactoring and rewriting of the existing automation to a new format with page object models.
* Working with the Product Owner to understand the existing product and user/testing requirements and understanding the future requirements of new features.
* Working with Developers, Product owners and Delivery lead to identifying test cases, documenting them and prioritising and designing automated test cases from them.

**Company: Accela**

**Period: March 2019 to October 2019**

**Role: QA in Automation**

**Project - Civic Insights / Civic Data**

Civic Insights and Civic Data are government applications designed to represent information for public access and civil use.

**Responsibilities:**

* QA lead for the team across both applications working with the offshore team in India. Responsible for identifying work and assigning out where needed. Also being a support person to the team offshore and helping them through work that needs to be done..
* Testing of Application software and creating bugs and defects where needed.
* Plans to start automation in the near future with undecided languages and frameworks.
* Reworking the entire Squad/feature Test Scripts
* Working with the Product Owner to define the user stories and the time frame which work can be done
* Coaching the Product Owner in development strategies with the knowledge of the current team capabilities.
* Coaching the team in the Agile SCRUM process to allow them to understand the Product owner's requirements better so that they can develop easier and faster with fewer questions and ambiguity.
* Running the daily stand up
* Hosting and participating at the end of Sprint retrospective and producing the results and required action items from it.
* Helping the team define its Way of Working and creating the Teams Social contract which they adhere to
* Empowering the development team to be able to work in a way that best fits and helping them to produce more by freeing up time and impediments.
* Sprint Backlog grooming and Feature breakdown and pointing
* Working with the PO to groom the product backlog and help with the user stories based on the requirements

**Company: IBM Ireland.**

**Period: Aug 2011 to March 2019**

**Role: Software Test Engineer / Software engineer**

**Project 5 - Curam SPM - Dec 2018 - March 2019:**

Curam SPM is part of IBM Watson Health. Its aim is to make Social health care management easier and more streamlined, and make it easier for both government employees and average citizens to avail of government services more easily.

**Responsibilities:**

* Creating and Maintenance of manual critical path Test scripts.
* Creation and Verification of Defects, and updating of manual critical path Test scripts where needed.

**Automation:** No automation, all testing done Manually.

**Platform:** All browsers, Mobile devices

**Project 4 - MySA - Dec 2016 - Dec 2018:**

Test squad lead for the project with 3 squads in place. responsibilities included leading the squad and other squads in automation tasks, backlog grooming and task identification. Work would be required to be prioritized by the Leads for the upcoming sprints and sprints in the future.

Responsibilities around Leading as well as Automated test development which I was required to create automated test scripts for front end UI testing to ensure that manual testing had a minimum requirement and was more of an act in exploration once every 2 weeks. All tests were written with Protractor against an AngularJS webapp with a mockery backend to mimic responses from a system we would ultimately connect with in a production environment.

While not solely responsible for the SCRUM process on the team, we had no scrum master and as such we had a revolving Scrum Master that we designated the Iteration Master that changed every quarter, during this time I ran and helped run the daily stand up, retrospectives, sprint planning and grooming, end of sprint demos and demo planning, defect triage and helping to remove blockers and impediments, Spotify health check and Agile assessment and taking care of the scrum board/wall of work and burn up and down charts, for both the team I was on and the wider test team/guild.

This Project inside of IBM gave me great exposure to Lead positions as well as management positions with the rotating scrum master role, with mentoring which was more required with weaker members of the team trying to get them up to speed with the automation better and with building on my own automation knowledge with the effort involved in a near full rewrite of the existing code base of the space of 11 months.

**About the project:**

A branch off from the SalesConnect application MySA (MySA FVT Automation) is designed to replace the existing GPP (Global Partner Portal) system that is used by the IBM Business partners (IBM product resellers) From the ground up this is a fully Agile project with co-location of the team and squads. and is aiming towards full Test driven development (currently still training up existing testers to be able to work with FVT Automation)

MySA is a web interface that pulls data with open API’s from the back end of the SalesConnect application.

All communication is done through Slack with Trello virtual wall of work whiteboard.

**Responsibilities:**

* Test lead for the squad responsible for identifying the automation work that is needed for that squad and what capacity is available vs what work can be taken in relation to the development work or priority work for that sprint. responsible for leading backlog grooming of automation tasks, feature breakdown and test identification.
* Creating FVT Test Automation scripts.
* Maintenance of existing FVT test automation.
* Adding automated functionality to test against Mockery (Mocked associated system)

**SCRUM and Agile responsibilities:**

* Backlog grooming
* Feature and Story Breakdown and Story pointing
* Defect analysis and triage
* End of sprint review and demos
* Helping creating the teams Social Contract and the Definition of Done
* Running and acting as my team’s point for the Scrum of Scrums between teams and the Scrum of Scrums for the end of sprint retrospectives
* Sprint planning and story pointing

**Environment**: AngularJS, NodeJS, Protractor, Docker, Cloudant, GitHUB, Mockery, Jenkins, Selenium Grid, ESLint.

**Automation:** FVT Automation is all done using Protractor and AngularJS with Node on MacBook pro’s. All code is controlled in GitHUB. All code is checked using ESLint and Travis to ensure all code is to a predefined format and breaking any existing functionality.

**Platform:** Firefox ESR

**Project 3 - SalesConnect Mobile - Mar 2014 - Dec 2016:**

An Annex to the SalesConnect application SalesConnect Mobile is a wider and more stand alone application, originally started as a mobile option was then invested in as a replacement with an effort to push all sales staff to ipads and tablets. The SalesConnect Mobile app would have integration with IBM Mobile Verse and Traveller email, IBM Connections and Docs, IBM Mobile Connect.

The SalesConnect Mobile app would let a seller make and record a sale, but would also let them sync with email, Business collaborative connections to highlight their offers and sales, make and receive phone calls, see locations on maps (google or ios maps)

SalesConnect Mobile is part of the IBM Mobile First initiative.

**Responsibilities:**

* Creating functional test cases and test scripts.
* Executing test cases Manually against test environment .
* Creating and logging defects were found and working with business partners and developers to resolve issues.
* Running Mobile FVT Test Automation
* Maintenance of Mobile FVT Test Automation
* Cross application testing

**Environment**: Mobile Hybrid app with Chromedriver

Platform: BlackBerry (EOL mid 2017), Android 4.4+, iOS 7+ (Tablets and Mobile Phone)

**Project 2 - Social CRM / SalesConnect - Feb 2012 - Mar 2014:**

Social CRM (or SalesConnect when it was renamed) was an InHouse development CRM system for the Sales staff to replace the existing system which was Siebel. In an effort to reduce overall cost. IBM worked close with partners SugarCRM to develop the existing Sugar CRM system which would then take the place of the older Siebel system. Sugar would then be able to leverage the IBM technology and expertise to grow their own product further once the final hand over was done.

SalesConnect also integrates with IBM connections and Documents.

**Responsibilities:**

* Creating and maintaining functional test cases and test scripts.
* Executing test cases Manually against test environment .
* Creating and logging defects were found and working with business partners and developers to resolve issues.

**Environment**: SugarCRM, DB2, Websphere, AIX, Cognos, Cast Iron, CoreMetrics, IBM Power 7

**Platform**: Web - Firefox ESR

**Project 1 - Social Portal - Aug 2011 - Feb 2012:**

Social portal was a project to create portlets (widgets) that would run inside the IBM Websphere portal application and would be able to link in with other applications and customers such as Facebook or Twitter and display the contents within the portlet.

**Responsibilities:**

* Creating functional test cases and test scripts.
* Executing test cases Manually against test environment .
* Creating and logging defects were found and working with business partners and developers to resolve issues.

**Environment**: IBM Websphere portal

**Platform**: Web - Microsoft Internet Explorer

**Other responsibilities in IBM:**

**Causal Analysis Lead :**

For the SalesConnect project i was responsible for recording ALL production sev1 level defects and performing Causal Analysis on them to try to identify where the gaps in testing were and highlight them at the weekly release meeting, follow up with emails to various area leads would be sent out to highlight the problems and try to suggest solutions to ensure they do not come back again.

Custom Excel spreadsheets were used for all tracking and graphs.

**Mentor and onboarding :**

I was a mentor for a number of new hires in IBM to help them progress within the company. out of the 4 that I took on 3 gained full time positions from the existing internship positions and subsequent promotions to higher bands.

**Hardware management :**

An unofficial role, I was responsible for handling all incoming and outgoing hardware including Laptops and Mobile devices. ensuring that they were in a good state and fit for transfer or ensuring they were disposed of by the IBM disposal team.

**Security testing :**

Designated Security tester using Rational AppScan tool to test for vulnerabilities in the SalesConnect product. creating scripts which would run on a release by release basis to ensure that no vulnerabilities we present or that any would be found.

**Education:**

**2010 – 2011 BSc Honours in Computer Science (Second Class Honours grade 2 / GPA 2.65) IT Blanchardstown**

Subjects: Applied Language Engineering, Enterprise Systems, Intelligent Computing, Computer Network Forensics, Text Mining & Document Processing, Mobile Computing, Derivation of Algorithms, Network Security

Final year project: *Honey net, Intrusion Detections and Analysis*

**2009 – 2010 BSc Ordinary in Computer Science (Merit Grade 1 / GPA 3.00) IT Blanchardstown**

Subjects: Data structures & Algorithms, Object Orientation in design Patterns (java), Network Distributed Computing, Advanced Switching, Data Mining (rapid miner), Computer Graphics, XML web services, Remote access & Wireless networks

3rd Year project (group): *Business Information Management System w/ Location awareness*

**2008 – 2009 Certificate in Computing in IT (Merit Grade 2 / GPA 2.50) IT Blanchardstown**

Subjects: GUI Programming (java), Operating systems (client), Switching Basics & Routing, Web Media, IT Maths, Web Development (server), WAN Technologies, Advanced Programming (java), Object Oriented Analysis & Design, Interactive Multimedia, Software Engineering & Testing, Operating Systems (server)

**2006 – 2008 Certificate in Data Networking (FETAC level 5&6) Killester College of Further education**

FETAC level 6

Subjects: Network Administration, Client server networks, Switching Basics, WAN technologies, Network Models and Technologies, System Software

FETAC level 5

Subjects: Routing Technologies, Computer Programming C++, Hardware Essentials, Introduction to networking, Networking Essentials, Structured Cabling, Software Systems

Work Experience:

2 weeks with CT-Solutions, programming and web design.

2 weeks with Nostra Systems on site tech support. Continuing work with nostra systems – 1 day per week, ended 14th March.

**2006 – 2008 CCNA Professional Certification Killester College of Further Education**

Modules: Switching Basics, WAN Technologies, Routing Technologies, Introduction to Networking

**Professional Certification:**

* CCNA
* PMS1 (tbc)

**Knowledge:**

**Languages:** AngularJS, JavaScript, Java

**Testing Tools:** Manual, FVT Automation tools - Rational Team Concert, GitHUB, Appium, Selenium, TestNG, Protractor, Jira, TestRails

**Test Management:** Rational Quality Manager, Rational Team Concert

**Defect Management:** Rational Team Concert, Excel, Jira, Confluence (Atlassian)