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Summary

More than 9 years of Software Testing/ Quality Assurance experience with leading organisations such as Red Energy (Utilities), Ausnet (Utilities), Department of Government Services, Intelematics etc. ISTQB certified (CTFL and CTFL AT) with expertise in Agile Testing methodology, UAT testing, Functional testing and API testing, creating Test Plans and Test Status Reports.

Technical Skills

- **Testing Types** - Functional, GUI, Regression, API, Database, Integration, System, E2E, Sanity, Performance, Unit, Cross Browser, Exploratory, UAT, SIT, mobile applications
- **Test Management tools** - Jira, HP ALM, Zephyr, TFS, Test Rail, Confluence, Kanban
- **Automation Tools** - Selenium WebDriver, SpecFlow, Cucumber
- **Programming Languages** - Java, C#, Python
- **Web Services/API Testing** - Soap UI, Postman
- **Cloud platforms** - AWS, Xero, Microsoft CRM, Salesforce
- **Methodologies** - Agile, Waterfall and Hybrid
- Created Test Plans, Test Cases and Test Status Reports
- Strong understanding of SDLC and STLC

Non-Technical Skills

- Excellent Relationship building skills with team members, business stakeholders and SMEs
- Excellent communication skills, both written and verbal
- Self-motivated and an active learner
- Experience working autonomously and as part of a Test team
- Strong analytical skills and a problem-solving mindset to identify and resolve test-related issues
- Mentoring Junior Testers and allocating test cases to them

Work Experience

Professional Development (Nov 2024 – Present)
Self-Directed Learning & Certification

- Completed online courses to enhance my skills in Python including Selenium, API testing, POM from Udemy.
- Designed and developed a personal website using HTML and CSS to enhance my understanding of web page structure and styling. This experience has been invaluable in UI testing, as I can now more efficiently inspect page source, verify font sizes, ensure proper styling, and identify layout inconsistencies when testing user interfaces.
- Attended industry conferences, webinars, and meetups on software testing, quality assurance, and automation trends.
- Actively participated in testing communities and forums to stay updated with the latest tools and practices in QA.
- Preparing for the ISTQB Advanced Level Certificate

PTP Consulting Group

Red Energy

Test Consultant (July 2023 – Nov 2023)

- Checked the Validations of Bills from Fuji as per the Compliance requirements.
- Validated the XML and PDF of the Electricity and Gas Bills as per the Compliance requirements.
- Created Test cases in HP ALM for a variety of modules as per the requirements document.
- Worked in an Agile team and participated in daily stand ups.
- Liaised with the Test team members and Test Manager for testing various modules of the project.
- Trained Junior testers in writing test cases in HP ALM.

Department of Government Services
Test Analyst (Dec 2022 – June 2023)

- Defined high quality testing requirements for Projects and Enhancements of the GEMS Grant Salesforce instance.
- Implemented and managed testing-related documentation, including test strategy, test plans, test cases/scenarios, and defect reports assessing quality and associated risk.
- Implemented system changes being mindful of the impact of change and identified appropriate test cases.
- Developed and documented well thought out test data for automated and manual tests.
- Worked collaboratively with Business Analysts, Users, System Administrators and Developers in an Agile team while adopting best practice Salesforce development and in accordance with agile framework and methodologies.
- Acted as a UAT Lead and engaged with key stakeholders to coordinate the review of test cases and conducted User Acceptance testing (UAT).
- Created and maintained Daily Status Reports and Test Summary Reports for the Projects.
- Allocated test cases to Junior testers.

Intelematics

Test Analyst (Sep 2021 – Dec 2022)

- Prepare Test Summary Reports after every deployment in Confluence.
- Document and execute integration and functional test cases from business and technical requirements along with design & interface documents.
- Responsible for creating and maintaining both Manual (Zephyr) and Automated test suite (Selenium with Python) for the entire project autonomously.
- Used Postman for testing APIs, by sending requests to the web server and validating XML and JSON responses.
- Capturing, prioritising, following up on the resolution of defects and any retesting required.
- Responsible for executing test cases, and analysing test failures and report issues, and defects through Jira, Zephyr.
- Actively participated in Sprint Planning to provide sizing for the testing stories of the sprint.
- Created Detailed Test Plans for System Testing in Confluence.
- Worked on multiple projects at the same time.
- Worked on AWS to view Reports, Events, Rules, and Instances.
- Tested a few mobile apps using Emulators and actual devices.

Ampion (formerly Revolution IT)

Test Consultant

April 2019 – September 2021

Revolution IT – Decipha (11 Months)
- Responsible for creating, designing, and implementing test cases in TFS.
- Identified, documented, and reported bugs in Jira while testing the Online Forms.
- Performed Regression, Functional, UAT, UI, Mobile, Smoke, Sanity and E2E testing for the Online Forms.
- Provided weekly reports on test execution and defect management to the Project Manager and external stakeholders.
- Used Chrome Emulator extensively for UI testing of the Online Forms.

Revolution IT - Manningham City Council (10 Months)

- Performed Regression and End-to-End testing of Microsoft Dynamics 365 CRM Application.
- Cross Browser Testing
- Raised Defects in Excel Spreadsheets regarding the gaps in Requirements Document and/or system changes.
- Assisted the BA, developers, and Training Specialist to replicate the issues found in the Microsoft Dynamics 365 CRM Application.
- Performed Functional, UI, End-to-End and Regression Testing of Microsoft Dynamics 365 CRM software.
- Performed UI testing for Chris 21 software.
- Worked with Document Management Software – Trim.
- Used Excel Spreadsheets for writing Test Cases and raising Defects for CRM Software.
- Prepared UAT Test cases and helped in implementing them by Users.
- Used Kanban for defects testing.

Revolution IT – Ausnet Services (5 Months)

- Performed SIT, E2E and Regression testing on complex integrations involving Salesforce and Sitecore Technologies.
- Documented defects in JIRA for resolution and work with stakeholders to perform retesting where required.
- Create, design and document tests using Quality Centre.
- Participated in daily stand-ups and other agile ceremonies to provide insights on testing progress and any blockers encountered.
- Worked within an agile team comprising of business and technical stakeholders to provide testing services across various stages of continual delivery.
- Supported and mentored fellow Test Analysts in performing their duties.
- Used SAP CIS and Energy IP for testing the integration.

Reece

Test Analyst (Oct 2017 – Mar 2018)

- Worked closely with other members such as Developers, Tech Lead and BA to implement test plans and test the quality of software product.
- Provided accurate reporting of problems identified during test execution and ensured appropriate resolution.
- Used Jira extensively for logging and tracking defects from open to close.
- Worked in an Agile environment – participated in daily Stand-ups and other Scrum Ceremonies.
- Automated API Scrips in PyCharm using Python and Behave.

Xero

Quality Assurance Analyst (Apr 2014 – Jun 2016)

- Analysed the requirements (stories) and created test scenarios (Gherkins), test cases and test data for testing.
- Actively participate in all Scrum ceremonies (stand-ups, sprint planning, reviews, and retrospectives) to contribute to sprint goals and ensure timely delivery of high-quality releases.
- Tested new features, upgraded features, and fixed bugs.
- Liaised with developers regarding the issues raised during various phases of testing.
- Performed API web services testing using Postman and database testing using SQL server.
- Performed user interface testing across multiple web browsers using dev tools and Firebug.
- Involved in defect analysis, reporting, tracking and prevention.
- Conducted regression and smoke testing prior to each small and big release and ran automated tests on TeamCity.
- Mentored team members in the CI release process and analysed the test failures in TeamCity and Visual Studio.
- Investigated issues raised by the client and provided feedback to the team/PO.

Civica

Graduate Quality Assurance Analyst (Jan 2013 – Dec 2013)

- Executed test cases and prepared a clear test log showing outcomes for different modules of the Heat ERP system.
- Performed testing and assessment of software in accordance with requirements, test plans and test specification.
- Retrieved data from database where necessary to execute test cases.
- Utilised Tosca to engage in manual and automation testing of the company's ERP system.
- Logged and managed defects through to resolution.

Education & Certifications

Qualifications

2010, Post Graduate Diploma in Computers & Information Services, AUT University
2009, Master of Computer Applications, M.D. University

Certifications

2020, ISTQB – Certified Tester Foundation Level Agile Tester (CTFL-AT)

2015, ICAgile Certified Professional

2012, ISTQB – Certified Tester Foundation Level (CTFL)

Training

Auckland - Automation Training (Jan – March 20217): Developed skills in C#, Selenium Webdriver and SpecFlow
Ampion - Automation Training (Aug – Oct 2020): Developed skills in Git, Java, Selenium, TestNG, POM, and API testing
Ampion - Python Automation (May – Jun 2020): Wrote automated scripts using Python, Selenium, and Behave for web application testing