Name: Marius Swanepoel
Contact Number: 082 924 7657
Email: mswanepoel86@gmail.com

Physical Address:
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Name

Marius Swanepoel

Personal Details

Date of birth	21st November 1986
Nationality	South African
Gender	Male
Contact	082 924 7657

Areas of Expertise

Training	Formulating Material, Facilitating and Conducting of Formal and Informal Technical Training
Coaching & Mentoring	Idealised Influence, Individualised Consideration, Intellectual Stimulation, Inspirational Motivation
Recruitment	Screening (Telephonic), Testing, Interview & Selection
Netiquette	Rules of Etiquette Applicable to Cyber Space
Communication	Very Strong Written, Verbal, Non-Verbal Communication
Customer Relations Management (CRM)	Building Long Term Profitable Relationships with Human Capital/Customers through Effective Communication and Service Delivery
Quality Management	Planning and Organising People, Systems and Processes to ensure TQM
Technologies	Understanding the technologies, databases, architecture, network infrastructure and scripting languages used by the Technology Teams C#, Selenium scripting (Not Ide) with remote execution using Selenium Grid, Appium, Elastic Search, Log Stash & Kibana (ELK), Kafka, PowerShell, Bash scripting, SoapUI, Postman & Postman Automation, Java (postman & JMeter scripting), Swagger, JMeter & Load Testing, TeamCity, Visual Studio and VS Code, SQL & SQL Prompt, MongoDB, Complex Event Processing (CEP) & Micro Services, Front and Backend automation (with reporting), Azure Dev Ops, GitLab, TeamCity, OctopusDeploy, VM's, .NetCore, RabbitMQ, Nunit/Unit Testing, Python, TypeScript, Confluence, JIRA, CRM Dynamics 365, Power Platform, Azure Functions & LogicApps, Azure Storage, App Insights, Playwright, MVC & Razor Pages, AKA .Net

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Working Experience

Position Held	**Test Architect (CRM D365)**
Period of Employment	**March 2022 - Date**
Employer	**DigiOutsource (Betway Division)**
Reference	**Yugeshan Naidoo– (+27) 073 251 9802**

Responsibilities

- Collaborating with test, Infrastructure, DevOps, and development team members on application & testing architecture, to ensure that the approaches and technologies applied to the current implementation are sound and fit for purpose.
- Design / architect and implement regular robust full build / deploy / test automation process across both web and windows-based product teams.
- Provide technical leadership and guidance to members of the test team.
- Ensure there is collaboration with test team members to ensure that the team inspect, adapt, and continuously improve performance.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
- Analysing competitive products and technologies with appropriate suggestions (may use demos, POC's) to influence product / technology direction.
- Pro-actively analysing current processes and practices with the ability to drive improvements.
- Involved in recruitment process and maintainability of this.
- Take responsibility for test infrastructure including environments and software, liaising with teams such as DevOps in areas such as CI/CD.
- The ability to monitor the effectiveness of the testing function as a whole and bring about improvements through insights gained via analysis at all stages of the SDLC/STLC.
- Providing technical leadership and guidance
- Overseeing technological execution of the recommended test automation solution across all of QA
- The test design and architecture across the technology department
- Implementing the definition, selection and extension of the test automation architecture and strategy

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Position Held	**QA Technical Lead (CRM D365)**
Period of Employment	**Apr 2021 – Feb 2022**
Employer	**DigiOutsource (Betway Division)**
Reference	**Yugeshan Naidoo– (+27) 073 251 9802**

Responsibilities

- Quality from the start – get involved in the user story definition process and write test scenarios upfront
- Bring a QA perspective to planning sessions and ensure test effort is taken into consideration
- Work close with developers to ensure that quality is considered, and they are creating the right kind of tests
- Work with product owners to ensure they sign off work items during the UAT phase
- Support - Assist with resolution and reproduction of user software problems
- Develop automated test within sprints as well as conversion of current manual tests
- Work within the ATDD framework and define items using BDD style syntax
- Ensure that bugs are treated with importance and try to limit the amount that make it live
- Drive Quality within the team and ensure definition of done is followed
- Establish and evolve formal QA processes, ensuring that the team is using industry-accepted best practices
- Oversee all aspects of quality assurance including establishing metrics, applying industry best practices, and developing new tools and processes to ensure quality goals are met
- Act as key point of contact within team for all QA aspects of releases, providing QA services and coordinating QA resources internally and externally
- Lead and mentor QA team members
- Complete 1-2-1 meetings
- Complete annual team reviews
- Resolving conflicts between individual team members and different teams
- Provide technical support
- Promote Learning and development within QA Teams

Position Held	**Senior Integration Specialist**
Period of Employment	**Feb 2020 – Apr 2021**
Employer	**Derivco**
Reference	**Shashen Govender (Service Owner) – (+27) 083 795 1982**

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Responsibilities

- Troubleshoot and resolve issues related to the installation and configuration of software on integration environments.
- Ensure relevant software is updated and configured correctly on integration environments.
- Analyse and review 'setup and config' defects where required.
- Work with stakeholders to setup integration environments to agreed specification.
- Giving advice where needed on how to resolve integration issues.
- Provide technical help to our stakeholders and offer technical solutions to their queries.
- Ability to understand gaming ecosystem from start to finish.
- Identify, evaluate, and adopt new technologies, methodologies, and processes with the aim of identifying more efficient solutions.
- Get involved in project kick-off meetings and provide technical advice where needed.
- Ensure monitoring systems are maintained and proactively monitored.
- Identify automation opportunities and improvements for current automation.
- Ensure all documentation is maintained to organizational standards.
- Handle work request communication between departments where necessary.
- Provide feedback to customers and stakeholders on project milestones, successes, and issues.
- Provide recommendations and suggestions on implementations and configurations.
- Readily shares knowledge with team.
- Agree to technical coaching strategy with team leadership and play an active role in coaching.

Position Held	**Technical Lead/ Programme QA Champion**
Period of Employment	**Nov 2018 – Feb 2020**
Employer	**DOS (DigiOutSource)**
Reference	**Dexter Baur-Schmidt (SDM) – (+27) 074 190 7254 /**
	Shehaam Prince (Div Head @DGC) - (+27) 082 454 4095

Responsibilities

- Management of the technical execution of the solution
- Focus is the integrity of the systems with regards to quality, stability and scalability
- Owns the construction and delivery process of system test automation

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- Liaison between teams and other departments as necessary. Work with cross-functional team for requirements that need other team's involvement
- Inspire automation innovation in the team
- Foster relations with other teams (DBA/DevOps/dependent DEV teams) to ensure smooth execution
- Technical guidance and mentoring of Testers
- Take ownership of technical tester training
- Ensure that automation - and load and performance testing are performed and documented for all components
- Ensure that all testing needs for all supported projects are met in a timely manner and that all software products meet the quality levels set by Business
- Taking responsibility and ownership of implementing and researching best practices, testing research, introduction and application of new QA technologies
- Communicate and enforce testing standards
- Set up automation frameworks to ensure adequate deployment pipeline testing
- Create integration tests using unit test frameworks for use in deployment pipelines
- Assist multiple teams with automation success
- Create test packs to ensure exhaustive testing
- Create re-usable repositories to assist with setting up tests for new components/applications

Duties to HOD:

- Assist the HOD in the selection of new recruits
- Assist with on boarding process for new recruits by creating exercises and/or on-boarding project as well as overseeing the team's technical knowledge base
- Report test coverage to the HOD and Product Owner to be added to the backlog and prioritized accordingly
- Ensuring test automation items are addressed when components are worked on
- Assist with work effort requirements in order to determine accurate timelines for projects
- Assess, assist and verify quality assurance tester skills based on the skills matrix
- Taking ownership of the technical implementation and execution of test automation
- Report on technical growth of testers based on guidance provided to them

Position Held   **QA Automation Engineer**
Period of Employment   September 2017 – Nov 2018
Employer   DOS
Reference   **Dexter Baur-Schmidt (SDM) – (+27) 074 190 7254**
                           David Roos (Dev Ops Mng) – (+27) 060 319 0349

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Responsibilities	
	• Working diligently with QA, Development & Dev Ops Teams to implement and maintain effective manual and automated testing frameworks for assigned development portfolios.
	• Engineering strategic Automation Solutions, which includes providing Development & Dev Ops Teams with architectural guidance and support on how to best use automation to reduce the time needed for manual testing and for continuous health monitoring of applications.
	• Review, analyse and identify automation requirements based on defined specifications, and ensure full understanding of deliverables.
	• Review system architecture to determine appropriate test points.
	• Proactively raise questions and seek resolution of outstanding clarifications required for automation.
	• Setup, execution and maintenance of Automated Test Strategies used for monitoring and regression of system components potentially affected by system changes.
	• Record and investigate defects/failures regarding product performance, specifications and reliability.
	• Escalate potential quality issues to line management.
	• Pursue preventative measures for future iterations/releases.
	• Monitor system performance after implementation to prevent re-occurrence of failures.
	• Troubleshoot with Development and Dev Ops Teams to reproduce, identify and resolve issues.
	• Assist Dev & IT Departments by analysing and addressing automation failures that occur during and outside of office hours.
	• Provide management with metrics, analysis, and other relevant automation reporting.

Position Held | **Quality Assurance Technical Tester**
Period of Employment | 2016 – 2017
Employer | DOS
Reference | **Dexter Baur-Schmidt (SDM) – 074 190 7254**
Responsibilities |

- Assist QA Lead to design and implement appropriate QA methodologies for the testing of in-house custom software and systems before they are put into production
- Measure and monitor in-house production software systems to ensure optimal performance 24/7/365
- Create and manage the Software Support function, with the specific aim of ensuring prompt resolution of bugs found in custom production systems
- Create and manage the R&D function, whereby QA and SS developers are given the freedom to explore any and all technologies and systems that may be of future technical and commercial value to the business
- Work closely with other developers to optimize overall development methodologies and systems
- Responsible for planning, development, execution and management reporting of end-to-end scenarios across businesses.

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- Functioning within a dynamic Scrum environment that requires vigilance to deadlines, traceability and teamwork.
- Work with developers to translate business requirements and functional specifications into test plans and test scripts.
- Develop test plans, test scripts, and conditions to match business requirements.
- Execute test scripts, strong manual testing of system/web functionality, to ensure proper operation and identify and document gaps in quality.
- Debug and troubleshoot system functionality issues. Report and track issues identified to resolution
- Lead by example and act as an Ambassador for the company projecting a positive, enthusiastic, professional and smart image of the company.

Position Held	**Product Support Analyst**
Period of Employment	October 2015 – 2016
Employer	DOS
Reference	**Aurora Da Silva (Div Head @DGC) – 071 121 8988**
Responsibilities	

- Provide support to the PO in conducting their duties.
- Work very closely with PO
- Required to have current knowledge of the status of projects and BAU within the team.
- Gathering requirements, project documentation, and the translation of requirements for software development teams ensuring documentation standards
- Assist PO in cultivating Agile Process and make sure everybody in the team adhere to it
- Managing receipt of new projects
- Schedule the Requirements Gathering meeting. Schedule the meeting with PO, BSA, Client, and technical team (Dev manager or senior developer).
- Assist the client to list their requirements
- Schedule the Brief analysis meeting with the technical team, PO and BSA.
- Document the project.
- Assist the PO defining the user stories.
- Schedule Poker planning session with the team.
- Schedule the daily scrum.
- Communicate any impediment or update with the PO.
- Schedule retrospective meeting at the end of each sprint.
- Assisting the PO daily making sure the team is on track for delivery.
- Track and communicate progress, making sure features get delivered on time and as requested
- Responsible for recording minutes for meetings held within the team and with clients. These minutes are to be comprehensive with agreed-to action items to be followed up.

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- Distribute the meeting minutes in the format required by the PO
- Minutes distribution to include all meeting invitees
- Conducting a weekly sanity check on TFS for the following:
  - Logging BAU items in TFS and communicate with the team.
  - Making sure the process is followed within the team and TFS is up to date.
- Schedule planning meeting for each and every new feature required.
- Responsible for writing the meeting minutes and for communicating to the PO and tech team and business.
- Responsible for making sure every fix received is also logged into TFS and that it is resolved as a first priority within the team.
- Responsible to communicate to Business when a fix is resolved.
- Ensure all issues are resolved as quick as possible.

Soft Skills

- Be mindful as they are the client-facing.
- With this in mind, client communication is required to be formal and proficient.
- Have great organization skills
- Ability to work under pressure and deadline driven
- Able to work independently but with a good team spirit.
- Good communication skills.
- The ability to conduct cost/benefit analysis

Date   October 2015 to Date

Position Held   **Quality Assurance Technical Tester**
Period of Employment   22 September 2014 – October 2015
Employer   DOS
Reference   **Dexter Baur-Schmidt (SDM) – 074 190 7254**
Responsibilities

- Assist QA Lead to design and implement appropriate QA methodologies for the testing of in-house custom software and systems before they are put into production
- Measure and monitor in-house production software systems to ensure optimal performance 24/7/365
- Create and manage the Software Support function, with the specific aim of ensuring prompt resolution of bugs found in custom production systems
- Create and manage the R&D function, whereby QA and SS developers are given the freedom to explore any and all technologies and systems that may be of future technical and commercial value to the business
- Work closely with other developers to optimize overall development methodologies and systems
- Responsible for planning, development, execution and management reporting of end-to-end scenarios across businesses.
- Functioning within a dynamic Scrum environment that requires vigilance to deadlines, traceability and teamwork.

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- Work with developers to translate business requirements and functional specifications into test plans and test scripts.
- Develop test plans, test scripts, and conditions to match business requirements.
- Execute test scripts, strong manual testing of system/web functionality, to ensure proper operation and identify and document gaps in quality.
- Debug and troubleshoot system functionality issues. Report and track issues identified to resolution
- Lead by example and act as an Ambassador for the company projecting a positive, enthusiastic, professional and smart image of the company.

- Reporting and Analysis
- Assisting with General Day to Day Management
- Formulating Training Documents, Scheduling and Facilitating Required Training (Independently Managing the Project)
- Coaching

Date	Feb 2012 – Early June 2013 & Feb 2013 to Date
Position Held	**Technical Training Facilitator**
Period of Employment	1 March 2013 – 22 September 2014
Employer	DOS
Company Description	Providing Customer Support to one of the largest Online Gaming Operators in the world
Responsibilities	TRAINING:

Training Needs Analysis
•Conduct Training Needs Analysis;
•Define the skill-set required to perform different roles;
•Analysis of learners and learning needs to reveal the key elements of learning required to achieve defined outcomes. The learning outcomes should be confirmed with stakeholders.
Training Design and Development
•Design Outcome based learning programmes appropriate to the skills needed;
•Developing an appropriate mix of formal and informal development activities;
•Ensure the learning environment and resources support learner needs;
•Design course materials and other training documents;
•Design & develop e-Learning using various available technologies.
Facilitate Learning
•Facilitate learning using a variety of given methodologies;
•Facilitate New Starter Training, W.A.T sessions, remediation training, intermediate to advance training, presentations, refresher training and individual coaching interventions;
•Facilitate the transfer and application of learning in the workplace;
•Assist and support learners to manage their learning experiences;

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•Guide learners about their learning, assessment and recognition opportunities;
•Provide one-to-one coaching interventions where required.
Assessment & Evaluation
•Design & develop outcome-based assessments;
•Facilitate performance assessments to determine the skill gaps between current and desirable learner skill levels;
•Evaluate the effectiveness of training programmes and learning outcomes;
•Liaise with partners (e.g. managers, external course providers, employers, examining bodies) to fulfil the skills needs.
Training Administration & Reporting
•Maintain appropriate records of learner development and resource allocation;
•Create weekly & monthly training technical reports relevant to your area of Business;
•Schedule meetings with stakeholders to discuss improvement on Training products;

COACHING:
Live Coaching on the floor
•In the moment coaching
•Feedback sessions on Live contacts reviewed [Not older than 1 day]
•Address problem areas highlighted by QA Scorecards
•Deliver feedback to Host's
•Monitor and track improvement
•Capturing and reporting on findings from Live Coaching
•Track trends based on reporting
•KPI to incorporate number of live coaching and feedback per host in team
Incubation Process
•Assist training with live contacts with newbies during the last week of training
•Incubate new starters the first week or shift cycle in the live environment
•Feedback observations and recommendations to the TL and SM
•Provide feedback and recommendation to Training Department
Essential Skills Sessions
•Utilize findings from Live Coaching and QA trends to identify topics that need to be covered
•Set up, Scheduling and execution of these sessions
•These sessions address "How" we address our players
WAT Sessions
•Utilize findings from Live Coaching and QA trends to identify topics

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that need to be covered
•Set up, Scheduling and execution of these sessions
•These sessions focus on technical training and need to be bite size sessions.
•Tests or Surveys need to be send out to agents to do consistent knowledge checks and benchmark success of sessions

Position Held	**Contact Centre TL**
Period of Employment	2008 to 2013
Employer	**Digital Outsource Services (DOS)**
Reference	**HR Team – 021 528 9300**
Company Description	Providing Customer Support to one of the largest Online Gaming Operators in the world
Responsibilities	- Coaching & Mentoring - Distribution of Tasks - Maintaining Service Levels - Dealing/ Resolution of High Level Escalations - Identifying and Resolving Technical Errors (Back Office & Software Product) - Formulating and Submissions of Shift Reports - Monitoring and Managing of all Staff Compliments on shift (15 – 20)
Senior Management Experience	- Assisting with Performance Appraisals (Probation & Quarterly) - Reporting and Analysis - Assisting with General Day to Day Management - Reviewing and Reporting on Locked Accounts - Formulating Training Documents, Scheduling and Facilitating Required Training (Independently Managing the Project) Coaching
Date	Feb 2012 – Early June 2013 & Feb
Reference	Wayne Leverton/ Martin Dahlberg
Position Held	**CSR/ 2nd In Charge/ Part of Process and Procedures Improvement Team**
Period of Employment	2008
Employer	The Car Phone Warehouse
Company Description	2nd Largest Telecommunications Company in the UK
Responsibilities	- Taking Contacts - Resolving Highly Technical Queries - Dealing with escalations Assisting with Identifying Improvement Areas with all Systems and Procedures used in the CC
Reference	Ghaled (TL) +24 (21) 673 7171

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Position Held	**CSR(Collections & Customer Service)/ Part Time TL**
Period of Employment	2005 - 2007
Employer	Truworths
Company Description	One of the Largest Fashion Retailers in SA
Responsibilities	• Taking of contacts involving interest calculations & balance corrections • Handling of Escalations and General Team Management during public holidays and weekends • Assist with 'Refresher' training
Reference	Lynette Louw (CC Manager) +27 (21) 460-2272

Education

Institution	**Unisa**
Course Attended	**Customer Relationship Management for Contact Centre Management – NQF Level 6 (Unisa)**
Details of Course	• Customer Relationship Management (CRM) - Identifying the Target Market • Customer Relationship Management (CRM) – Contact Centre Management
Period Attended	Jan 2012 – June 2012
Status	Completed

Institution	**Dr Brian Jude and Associates**
Course Attended	**Customer Service Psychology with Dr Brian Jude**
Details of Course	• Customer Care • Evaluating Results • Commitment to quality and service • Retaining Customers • Listening Skills • Developing Rapport with Customers • Company Mission Statements • Improving Internal Motivation • Handling Irate Customers
Period Attended	1st June 2011
Status	Completed

Institution	**Seta Services**
Course Attended	National Certificate: Contact Centre Support
Details of Course	Please see attached certificate
Period Attended	November 2009
Status	Completed

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Institution	**Apsol**
Course Attended	Customer Service Excellence
Details of Course	Certificate to be obtained from HR (Speak Up Business Partners)
Period Attended	November 2012
Status	Completed

Institution	**Seta Services**
Course Attended	National Certificate: Contact Centre Support
Details of Course	Please see attached certificate
Period Attended	November 2009
Status	Completed

Institution	**DOS Internal Courses**
Course Attended	• Wining over your Stress Levels (2009)
	• Winning in Conflict (2009)
	• Winning over your customers (2009)
	• Pit boss (TL) development program (2009**)**
Details of Course	Certificates provided upon request
Period Attended	November 2009
Status	Completed