MARIUS SWANEPOEL

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PROFESSIONAL SUMMARY

Passionate about technology and people, with a background in QA architecture, contributing to innovative solutions and fostering excellence in quality assurance practices.

Experienced professional adept in formulating technical training materials and facilitating both formal and informal training sessions. Skilled in coaching and mentoring with a focus on Idealised Influence, Individualised Consideration, Intellectual Stimulation, and Inspirational Motivation. Expertise includes recruitment processes encompassing telephonic screening, testing, interviews, and selection of QA Engineers. Proficient in Netiquette and applying rules of etiquette in cyberspace.

CORE COMPETANCIES

- Analytical Skills
- Customer Service
- Automation
- Management & Planning
- Creative Problem Solver
- Process Improvement
- Troubleshooting
- Relationship Building
- Collaboration& Teamwork
- Exceptional Interpersonal skills
- Innovative Solutions
- Dedicated to Excellence
- Multi-tasking
- Strong Work Ethic
- Fast & Efficient Worker
- Customer Relations
- Highly organized
- Communication Skills

TECHNICAL SNAPSHOTS

- **DevOps & CI/CD:** Azure DevOps, GitLab, GitHub, TeamCity, OctopusDeploy
- **Development Tools:** IntelliJ, VS Code, Node.js, Gradle, Maven, NX
- **Automation & Testing:** Cucumber, Playwright, Selenium (remote execution using Selenium Grid), Appium, Postman & Postman Automation, Swagger, JMeter & Load Testing, NUnit, JUnit, Rest Assured, SpecFlow
- **Containers & Orchestration:** Docker & Docker Compose, Test Containers, Dev Containers, Kubernetes (k8s)
- **Database Technologies:** PostgreSQL, Apache Ignite, Cassandra, SQL & SQL Prompt, MongoDB
- **Messaging & Integration:** RabbitMQ, Kafka, Azure Storage, Azure Functions & LogicApps
- **Languages & Scripting:** C#, Java, PowerShell, Bash scripting, TypeScript, SQL, CQL
- **Frameworks & Platforms:** .NetCore, MVC & Razor Pages, AKA .Net
- **Monitoring & Analytics:** Elastic Search, Log Stash & Kibana (ELK), Grafana, App Insights

CORE QUALIFICATIONS

Team Startup: Presenting proposals to executives for establishing new teams through recruitment, training, and transitioning from manual to automation.

Training: Formulating Material, Facilitating and Conducting of Formal and Informal Technical Training

Coaching & Mentoring: Idealized Influence, Individualized 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 Organizing People, Systems and Processes to ensure TQM through Quality Assurance

Technologies: Understanding the technologies, databases, architecture, network infrastructure and scripting languages used by the Technology Teams

PROFESSIONAL EXPERIENCE

QA Engineer (Senior)	June 2023 – present
Securities	

- Responsible for QA infrastructure, architecture and complex projects
- Collaborating with test, Infrastructure, DevOps, and development team members on application & testing to ensure that the approaches and technologies applied to the current implementation are sound and fit for purpose.
- Testing activities related to complex projects across microservice architecture (SOA)

- Design / architect and implement regular robust full build / deploy / test automation process across both web and containerized product teams.
- Provide technical leadership, coaching and guidance to members of the test team.
- Analyzing competitive products and technologies with appropriate suggestions (may use demos, POC's) to influence product / technology direction.
- Pro-actively analyzing current processes and practices with the ability to drive improvements.
- 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.
- Implementing the definition, selection and extension of the test automation architecture and strategy

Test Architect (CRM D365)   Mar 2022 – May 2023
Digi Outsource (Betway Division)

- 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.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
- Analyzing competitive products and technologies with appropriate suggestions (may use demos, POC's) to influence product / technology direction.
- Pro-actively analyzing current processes and practices with the ability to drive improvements.
- 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.
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QA Technical Lead (CRM D365)   Apr 2021 – Feb 2022
Digi Outsource (Betway Division)

- 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

Senior Integration Specialist   Feb 2020 – Apr 2021
Derivco

- 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.
- Analyze 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 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.
- Agree to technical coaching strategy with team leadership and play an active role in coaching.

Technical Lead/ Programme QA Champion   Nov 2018 – Feb 2020
DOS (Digi Outsource)

- 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
- Liaison between teams and other departments as necessary. Work with cross-functional team for requirements that need other team's involvement
- Foster relations with other teams (DBA/DevOps/dependent DEV teams) to ensure smooth execution
- Technical guidance and mentoring of Testers
- Ensure that automation - and load and performance testing are performed and documented for all components

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

QA Automation Engineer	**Sept 2017 – Nov 2018**

DOS
- 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 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.

Quality Assurance Technical Tester	**2016 – 2017**

DOS
- 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.
- 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.

Product Support Analyst	**Oct 2015 – Oct 2016**

DOS
- 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 adheres to it
- Communicate any impediment or update with the PO.
- Assisting the PO daily making sure the team is on track for delivery.
- 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.

Quality Assurance Technical Tester	**22 Sept 2014 – Oct 2015**

DOS

- 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
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- 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

Technical Training Facilitator   **1 Mar 2013 – 22 Sept 2014**
DOS

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 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;

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

Contact Centre TL   **2008 to 2013**
Digital Outsource Services (DOS)

- 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)

CSR/ 2nd In Charge/ Part of Process and Procedures   **2008**
The Car Phone Warehouse

- Taking Contacts
- Resolving Highly Technical Queries

- Dealing with escalations

CSR (Collections & Customer Service)/ Part Time TL — 2005 - 2007
Truworths

- Taking of contacts involving interest calculations & balance corrections
- Handling of Escalations and General Team Management during public holidays and weekends
- Assist with 'Refresher' training.

EDUCATION

Customer Relationship Management for Contact Centre Management – NQF Level 6 (Unisa)   Jan 2012 – June 2012
Unisa

- Customer Relationship Management (CRM) - Identifying the Target Market
- Customer Relationship Management (CRM) – Contact Centre Management

Customer Service Psychology with Dr Brian Jude   1st June 2011
Dr Brian Jude and Associates

- 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

Customer Service Excellence   November 2012
Apsol

- Certificate to be obtained from HR (Speak Up Business Partners)

National Certificate: Contact Centre Support   November 2009
Seta Services

National Certificate: Contact Centre Support   November 2009
Seta Services

Wining over your Stress Levels   (2009)
Winning in Conflict   (2009)
Winning over your customers   (2009)
Pit boss (TL) development program   (2009)
DOS Internal Courses