

# MARIUS SWANEPOEL



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## PROFESSIONAL SUMMARY

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

**Technically focused QA professional with deep expertise in designing building and delivering technical quality solutions for engineering teams.** Skilled in creating hands-on, role-specific technical solutions and leading both structured and ad-hoc knowledge transfer sessions focused on testing frameworks, tools, and engineering practices. Experienced in coaching and mentoring QA Engineers through principles of **technical leadership** including **Idealised Influence, Individualised Consideration, Intellectual Stimulation, and Inspirational Motivation** — fostering growth through both code reviews and architectural guidance.

Strong contributor to recruitment processes, from **technical screening and test design to interviews and final selection**, ensuring high technical and cultural alignment. Well-versed in **professional digital communication (Netiquette)** and applying modern collaboration tools effectively within distributed engineering teams.

## CORE COMPETANCIES

<ul style="list-style-type: none"><li>▪ Containerisation &amp; Orchestration</li><li>▪ Data Validation &amp; ETL Testing</li><li>▪ Analytical Skills</li><li>▪ API &amp; Backend Testing</li><li>▪ Test Architecture &amp; Tool Selection</li><li>▪ Test Automation Framework Design</li><li>▪ CI/CD Pipeline Integration</li></ul>	<ul style="list-style-type: none"><li>▪ Load &amp; Performance Testing</li><li>▪ Agile Delivery &amp; Quality Engineering</li><li>▪ Troubleshooting</li><li>▪ Relationship Building</li><li>▪ Collaboration&amp; Teamwork</li><li>▪ Exceptional Interpersonal skills</li><li>▪ Innovative Solutions</li><li>▪ Dedicated to Excellence</li></ul>	<ul style="list-style-type: none"><li>▪ Management &amp; Planning</li><li>▪ Creative Problem Solver</li><li>▪ Multi-tasking</li><li>▪ Strong Work Ethic</li><li>▪ Fast &amp; Efficient Worker</li><li>▪ Coaching &amp; Mentoring</li><li>▪ Highly organized</li><li>▪ Communication Skills</li><li>▪ Process Improvement</li></ul>
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## TECHNICAL SNAPSHOTS

<ul style="list-style-type: none"><li>▪ <b>DevOps &amp; CI/CD:</b> Azure DevOps, GitLab, GitHub, TeamCity, OctopusDeploy</li><li>▪ <b>Development Tools:</b> IntelliJ, VS Code, Node.js, Gradle, Maven, NX</li><li>▪ <b>Automation &amp; Testing:</b> Cucumber, Playwright, Selenium (remote execution using Selenium Grid), Appium, Postman &amp; Postman Automation, Swagger, JMeter &amp; Load Testing, NUnit, JUnit, Rest Assured, SpecFlow, PyTest</li><li>▪ <b>Containers &amp; Orchestration:</b> Docker &amp; Docker Compose, Test Containers, Dev Containers, Kubernetes (k8s/ AKS)</li><li>▪ <b>Database Technologies:</b> PostgreSQL, Apache Ignite, Cassandra, SQL &amp; SQL Prompt, MongoDB, Redshift(DBeaver)</li><li>▪ <b>Messaging &amp; Integration:</b> RabbitMQ, Kafka, Azure Storage, Azure Functions &amp; LogicApps</li><li>▪ <b>Languages &amp; Scripting:</b> C#, Java, PowerShell, Bash scripting, TypeScript, SQL, CQL, Python</li><li>▪ <b>Frameworks &amp; Platforms:</b> .NetCore, MVC &amp; Razor Pages, AKA .Net</li><li>▪ <b>Monitoring &amp; Analytics:</b> Elastic Search, Log Stash &amp; Kibana (ELK), Grafana, App Insights, PowerBI</li></ul>
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## Leadership & Organisational Impact

**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

<b>Test Lead  Architect</b> CyberPro Consulting (Contract Capitec)	<b>Sep 2024 – Present</b>
<ul style="list-style-type: none"><li>▪ Define and continuously evolve the <b>test strategy and vision</b> across the program, ensuring alignment with technical architecture and business priorities. Collaborate with stakeholders to embed quality as a core pillar from the earliest stages of planning.</li><li>▪ Design, build, and maintain <b>robust, scalable, and modular automation frameworks</b> using <b>Python</b>, tailored for validating complex <b>data pipelines, backend systems, and APIs</b>. Ensure frameworks are extensible, version-controlled, and aligned with modern software engineering practices.</li><li>▪ Lead the implementation of <b>CI/CD-integrated test pipelines</b>, enabling automatic execution of tests at key stages (e.g., pull requests, deployments, nightly builds), reducing feedback loops and catching issues early.</li><li>▪ Own architectural decisions around the <b>test tooling landscape</b>, including libraries, reporting tools, test runners (e.g., pytest), and integration with environment configuration, data stubbing, and test orchestration.</li><li>▪ Drive <b>test planning, scenario design, and execution</b> across multiple components and services, with a focus on data validation, schema alignment, and ETL transformation checks.</li><li>▪ Act as a key partner to <b>Product Owners, Analysts, DevOps, and Engineers</b>, participating in backlog grooming, sprint planning, and refinement sessions to define testable requirements, surface quality risks, and contribute to delivery strategy.</li><li>▪ Define and track <b>quality metrics</b> (e.g., test coverage, defect leakage, stability indicators), transforming data into actionable insights and reporting regularly to leadership and business stakeholders.</li><li>▪ Champion QA excellence and consistency across squads by setting <b>test coding standards, reusable patterns</b>, and documentation practices that support team onboarding, reuse, and continuous improvement.</li><li>▪ Evaluate new libraries and testing tools (e.g., data comparison utilities, mocking libraries, performance validation frameworks), and contribute <b>custom Python utilities</b> to simplify and scale test logic.</li><li>▪ Lead <b>risk-based testing discussions</b>, identifying critical paths, failure points, and negative scenarios to ensure robust coverage where it matters most.</li><li>▪ Support release readiness by managing regression cycles, triaging defects, and coordinating cross-functional signoff on test completion criteria.</li><li>▪ Advocate for a strong <b>quality-first mindset</b> across the delivery organization, reinforcing the value of automation, maintainable tests, and shift-left testing practices.</li><li>▪ Contribute to the <b>test team’s technical roadmap</b>, ensuring tooling, infrastructure, and standards are future-proof, easy to scale, and aligned with the pace of delivery.</li><li>▪ Engage in continuous learning and knowledge sharing, staying up to date with <b>industry trends in testing, DevOps, and data engineering</b>, and applying them where appropriate</li></ul>	

<b>QA Engineer (Senior)</b> Securities	<b>June 2023 – Aug 2024</b>
<ul style="list-style-type: none"><li>▪ Responsible for QA infrastructure, architecture and complex projects</li><li>▪ Collaborating with test, Infrastructure, DevOps, and development team members on application &amp; testing to ensure that the approaches and technologies applied to the current implementation are sound and fit for purpose.</li><li>▪ Testing activities related to complex projects across microservice architecture (SOA)</li><li>▪ Design / architect and implement regular robust full build / deploy / test automation process across both web and containerized product teams.</li><li>▪ Provide technical leadership, coaching and guidance to members of the test team.</li><li>▪ Analyzing competitive products and technologies with appropriate suggestions (may use demos, POC’s) to influence product / technology direction.</li><li>▪ Pro-actively analyzing current processes and practices with the ability to drive improvements.</li><li>▪ Take responsibility for test infrastructure including environments and software, liaising with teams such as DevOps in areas such as CI/CD.</li><li>▪ 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.</li><li>▪ Implementing the definition, selection and extension of the test automation architecture and strategy</li></ul>	

**Test Architect (CRM D365)**  
(Digital Outsource Services)

**Mar 2022 – May 2023**

- 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.
- Implementing the definition, selection and extension of the test automation architecture and strategy.
- Developing and maintaining scalable test automation frameworks using modern technologies such as TypeScript, Playwright, Java, and Python, with full CI/CD integration.
- Leading the design of reusable automation modules, shared libraries, and mono-repo architectures to support multi-application test coverage and standardisation.
- Driving test data strategy and data pipeline validations using tools like pandas, Faker, and database queries across Redshift, PostgreSQL, and Cassandra.
- Collaborating on the implementation of containerised test execution environments using Docker, Kubernetes, and Test Containers for cross-platform consistency.
- Defining and governing test engineering best practices including shift-left testing, BDD adoption with Cucumber, and early performance test integration.
- Establishing custom quality gates, automated dashboards, and alerts using Grafana and Prometheus to measure and act on quality signals throughout the release process.
- Working closely with stakeholders and leadership to align test strategy with business objectives, ensuring testing supports product scalability and regulatory readiness.

**QA ENGINEERING LEAD (CRM D365)**  
Digital Outsource Services (Betway Division)

**Apr 2021 – Feb 2022**

- 3 Teams, 7 members
- Involvement in user story definition and test scenarios: Lead test scenario definition, integrating ATDD/BDD principles and ensuring comprehensive test coverage.
- Support with issue reproduction and resolution: Troubleshoot complex issues across environments and coordinate with developers and DevOps to address root causes effectively.
- Collaboration with developers and DevOps: Build strong collaboration with DevOps and developers, ensuring smooth integration and troubleshooting across environments.
- Cross-Team Collaboration: Lead quality discussions with cross-functional teams, ensuring alignment on quality objectives and timelines.
- Agile/Scrum practices: Drive QA contributions to Agile ceremonies, embedding quality into every sprint milestone.
- Continuous Improvement Initiatives: Lead retrospectives, driving meaningful changes to QA and development workflows.
- Risk Management and Impact Assessment: Proactively mitigate risks through root cause analysis and recommend preventive measures.
- Quality standards and defect prevention: Own quality metrics and proactively implement measures to enhance system reliability and user experience.
- Customer Advocacy: Advocate for customer-focused quality improvements and ensure testing aligns with user needs.
- Automation creation and maintenance: Define and refine automation approaches, owning the setup and maintenance of robust, scalable automation suites.
- Automation strategies and tools: Lead strategy definition and introduce innovative solutions to improve testing efficiency and coverage.
- Tool and Framework Development: Identify gaps in tools and recommend or develop custom solutions to enhance efficiency.
- Metrics and performance reporting: Own and report on quality and automation metrics, offering actionable recommendations to improve efficiency.

- Governance and QA principles: Define and enforce governance standards, ensuring QA principles are consistently applied across teams.
- Technical leadership and mentoring: Mentor Intermediate and Junior QA Engineers while actively participating in hiring and skills assessments.

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 (Digital Outsource)

- Guided teams in user story definition and test scenario creation, helping break down complex tasks into actionable items aligned with delivery goals.
- Supported issue reproduction and resolution, proactively identifying and removing impediments that impact team progress.
- Collaborated with developers and DevOps to foster cross-functional teamwork, eliminate silos, and streamline delivery processes.
- Promoted cross-team collaboration, ensuring quality initiatives aligned with broader organizational objectives.
- Led and advocated for Agile/Scrum practices, ensuring consistent and effective application across the organization.
- Planned and oversaw continuous improvement initiatives across QA practices, processes, and tooling strategies.
- Drove risk management and impact assessment, establishing risk tolerance levels and mitigation strategies aligned with business goals.
- Championed quality standards and defect prevention, embedding quality into team culture and delivery practices.
- Acted as a customer advocate, ensuring that customer expectations and experience were central to the QA strategy.
- Led the creation and maintenance of automation frameworks, promoting consistency, innovation, and continuous improvement.
- Owned test automation strategies and tooling, shaping the QA tech stack, infrastructure, and technical roadmap.
- Oversaw tool and framework development, ensuring initiatives delivered high ROI, reusability, and scalability across teams.
- Analyzed QA metrics and team performance to drive strategic decisions, improve quality outcomes, and align with organizational goals.
- Defined and enforced QA governance principles, ensuring scalable, consistent Agile and QA practices across programs.
- Provided technical leadership and mentoring, setting clear objectives for QA professionals, guiding performance appraisals, coaching on Agile/QA practices, and fostering a culture of professional growth and continuous improvement.

### Duties to HOD

- Assists the Head of Department in the technical assessment and selection of new QA team members, with a focus on automation, DevOps fluency, and system thinking.
- Leads the creation of structured onboarding programs, hands-on exercises, and knowledge transfer activities to accelerate ramp-up of new team members.
- Oversee the creation and maintenance of the team’s technical knowledge base, including reusable scripts, onboarding guides, coding standards, and test strategies.
- Provide regular reporting on test coverage, gaps, and risks to the HOD and Product Owner, ensuring backlog prioritization is driven by data and quality insights.
- Ensure that test automation and quality-related backlog items are tracked, prioritized, and resolved as part of each sprint and development cycle.

- Support estimation efforts by providing technical effort sizing and feasibility analysis during sprint planning and project grooming sessions.

<b>QA Automation Engineer</b>	<b>Sept 2017 – Nov 2018</b>
DOS (Digital Outsource Services)	
<ul style="list-style-type: none"><li>▪ Working diligently with QA, Development &amp; Dev Ops Teams to implement and maintain effective manual and automated testing frameworks for assigned development portfolios.</li><li>▪ Engineering strategic Automation Solutions, which includes providing Development &amp; 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.</li><li>▪ Review system architecture to determine appropriate test points.</li><li>▪ Proactively raise questions and seek resolution of outstanding clarifications required for automation.</li><li>▪ Setup, execution and maintenance of Automated Test Strategies used for monitoring and regression of system components potentially affected by system changes.</li><li>▪ Record and investigate defects/failures regarding product performance, specifications and reliability.</li><li>▪ Escalate potential quality issues to line management.</li></ul>	

<b>Quality Assurance Technical Tester</b>	<b>2016 – 2017</b>
DOS (Digital Outsource Services)	
<ul style="list-style-type: none"><li>▪ 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</li><li>▪ Measure and monitor in-house production software systems to ensure optimal performance 24/7/365</li><li>▪ Create and manage the Software Support function, with the specific aim of ensuring prompt resolution of bugs found in custom production systems</li><li>▪ Create and manage the R&amp;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</li><li>▪ Work closely with other developers to optimize overall development methodologies and systems</li><li>▪ Responsible for planning, development, execution and management reporting of end-to-end scenarios across businesses.</li><li>▪ Functioning within a dynamic Scrum environment that requires vigilance to deadlines, traceability and teamwork.</li><li>▪ Work with developers to translate business requirements and functional specifications into test plans and test scripts.</li><li>▪ Develop test plans, test scripts, and conditions to match business requirements.</li><li>▪ Execute test scripts, strong manual testing of system/web functionality, to ensure proper operation and identify and document gaps in quality.</li></ul>	

<b>Product Support Analyst</b>	<b>Oct 2015 – Oct 2016</b>
DOS (Digital Outsource Services)	
<ul style="list-style-type: none"><li>▪ Provide support to the PO in conducting their duties.</li><li>▪ Work very closely with PO</li><li>▪ Required to have current knowledge of the status of projects and BAU within the team.</li><li>▪ Gathering requirements, project documentation, and the translation of requirements for software development teams ensuring documentation standards</li><li>▪ Assist PO in cultivating Agile Process and make sure everybody in the team adheres to it</li><li>▪ Communicate any impediment or update with the PO.</li><li>▪ Assisting the PO daily making sure the team is on track for delivery.</li><li>▪ Minutes distribution to include all meeting invitees</li><li>▪ Conducting a weekly sanity check on TFS for the following:</li><li>▪ Logging BAU items in TFS and communicate with the team.</li><li>▪ Making sure the process is followed within the team and TFS is up to date.</li><li>▪ Schedule planning meeting for each and every new feature required.</li><li>▪ Responsible for writing the meeting minutes and for communicating to the PO and tech team and business.</li></ul>	

<b>Quality Assurance Technical Tester</b>	<b>22 Sept 2014 – Oct 2015</b>
DOS (Digital Outsource Services)	
<ul style="list-style-type: none"><li>▪ 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</li><li>▪ Measure and monitor in-house production software systems to ensure optimal performance 24/7/365</li><li>▪ Create and manage the Software Support function, with the specific aim of ensuring prompt resolution of bugs found in custom production systems</li><li>▪ Create and manage the R&amp;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</li><li>▪ Work closely with other developers to optimize overall development methodologies and systems</li><li>▪ Responsible for planning, development, execution and management reporting of end-to-end scenarios across businesses.</li><li>▪ Functioning within a dynamic Scrum environment that requires vigilance to deadlines, traceability and teamwork.</li><li>▪ Work with developers to translate business requirements and functional specifications into test plans and test scripts.</li></ul>	

- 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

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

DOS (Digital Outsource Services)

**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

<b>Customer Service Psychology with Dr Brian Jude</b>	<b>1st June 2011</b>
Dr Brian Jude and Associates	
<ul style="list-style-type: none"><li>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</li></ul>	
<b>Customer Service Excellence</b>	<b>November 2012</b>
Apsol	
<ul style="list-style-type: none"><li>Certificate to be obtained from HR (Speak Up Business Partners)</li></ul>	
<b>National Certificate: Contact Centre Support</b>	<b>November 2009</b>
Seta Services	
<b>National Certificate: Contact Centre Support</b>	<b>November 2009</b>
Seta Services	
<b>Wining over your Stress Levels</b>	<b>(2009)</b>
<b>Winning in Conflict</b>	<b>(2009)</b>
<b>Winning over your customers</b>	<b>(2009)</b>
<b>Pit boss (TL) development program</b>	<b>(2009)</b>
DOS Internal Courses	