Philipp Kopp 🇩🇪 🇬🇧

QA Manager, Certified Agile Professional, Full Stack Tech Lead & Cloud Architect
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WORK EXPERIENCE

IT Consultant @ Netlight   Jan 2017 – present

- Driver of **QA service area** (among 2): Monthly ~45min **knowledge sharing** about e.g. experiences, methods (~5-10 ppl.); building of **collective knowledge base**, e.g. process or strategy templates, workshop material; **sales support**: networking for opportunities, service portfolio and ref cases for RfPs, project scoping, staffing proposals
- **Mentoring** junior colleagues on focus project and **delivery coaching** senior colleagues in QA or agile practices

QA & Engineering Coach @ {DE-Leading E-Commerce Middleware) (via Netlight)   Feb 2024 – present

- **Optimizing team health**, e.g. solution/test/release design in refinements, code/architecture/test quality via reviews over continuous knowledge building via CoPs format to observability enablement via upskilling -> resulting in about -44% cycle time, -23% incidents, avg. +17% across squad health metrics in ~6 months (first team)
- **ISO27001 certification**: authoring documents and implementing processes for e.g. DoR, STRIDE analysis in 2 teams
- Co-**driver** (3 senior QAs) of **company-wide QA**: defining long-term **QA strategy** across SDLC e.g. environment setup, tooling, processes, quality gates and best practices as well as PoC design, governance/upskilling strategy. **Overseeing mid-term projects** like AI-supported bug/incident/test gap analysis for targeted test automation and **hands-on coaching** of monitoring and robust engineering, preventing cyber week incidents with customer impact

Solo Game Developer (Sabbatical @ Netlight), Netlight internal project support   Aug 2023 – Feb 2024

QA Manager @ {DE Public Transport Company} (via Netlight)   Jan 2023 – Aug 2023

- **Established** as **new client** starting with QA strategy pitch, **leading to 4 contracts total**
- Project: adding **"Deutschlandticket" to white label solution: mobile, web apps** + ticketing, routing, payment etc. from **7 tech partners for 10 clients**; big bang release with 1 minor incident
- **Lead a team of 4 (incl. test manager); focus on bug, release & E2E test mgmt. from design to execution in Jira Xray**; optimized regression cases from >8h to <2h; improved defect leakage (to user acceptance testing) by 18% through targeted test coverage
- Other measures: **dev. testability coaching** to cover blind spots; **formalizing + automating bug, testing & requirements processes** to reduce rejected bugs by 38%, e.g. by incorporating more incl. cross-functional collaboration and amigo sessions; **driving domain knowledge documentation** to cut QA onboarding from 3.5 to 2 weeks; overseeing first API automation saving 10min per legal texts regression through API docs analysis

Fullstack Developer @ {EU-Leading Mobility Services Company} (via Netlight)   April 2022 – Dec 2022

Cloud Architecture Consultant @ {DE Computer Aided Design Startup} (via Netlight)   Mar 2022 – Mar 2022

- Crafted **high-level AWS architecture for new client** in tandem with frontend architect: RDS Aurora DB schema, Python microservices + APIs, React frontend, TypeScript migration strategy, Cognito auth., GitLab + Fargate CI/CD with Playwright automated E2E testing, AWS SNS + Batch heavy worker async scheduling

Full Stack Tech Lead / Architect @ {DE-Leading Experience Voucher Portal} (via Netlight)   **Nov 2018 – Mar 2022**

- **Project:** ~5 x 4-8 developer teams in Scrum [Nexus](#) working on new white label e-commerce platform with event and domain driven microservices; my domain: **checkout, orders & payment** (PayPal, Stripe, AmazonPay)
- **QA**: co-**creator** (among 4) of **custom, parallelized API/E2E testing framework** using Jest, Puppeteer, Supertest (API) & Allure (BDD reporting) and **overseeing** test suites/strategies, CI/CD quality gates, clean code etc. across **all teams**; also conducting load-, pen-, infrastructure tests with k6, OWASP Zed & Chaos Monkey
- **Monitoring**: **creator** of monitoring tooling around Prometheus, Grafana, Kibana (ELK), later **managing alerts, metrics, logs, RUM, APM in Datadog and coaching cross teams** incl. incident/troubleshooting processes
- **Knowledge Mgmt.**: co-**creator (among 3) of developer onboarding** incl. creation best practices example microservice to greatly improve speed and quality of new service creation; **authoring** Scrum DoDs, DoRs or .e.g **guidelines** for service and architecture **documentation** in PlantUML/C4; **initiator and moderator** of the 1h weekly **Community of Practice (CoP) developer knowledge sharing** session, growing from ~15 devs to multiple subformats ~20-40 devs each

Fullstack Developer @ {EU-Leading Optometrists Company} (via Netlight)   **April 2018 – Nov 2018**

QA Engineer @ {EU-Leading Car Rental Company} (via Netlight)   **Jan 2017 – Apr 2018**

- **API/UI automation with Java Selenium** & Cucumber in team of 2: automation of over new 120 cases, increasing run time from >4h to >8h in Jenkins, later optimized to >3 through parallel execution using TestNG; Test design through amigo sessions with POs using Gherkin

EDUCATION

(M.Sc.) Information Systems   **10/2010 - 05/2016**
[TUM](#) Munich & [NUS](#) Singapore | **GPA: 3.7/4.0 (Top 9%)** | Focus: Software engineering
Student representative | **Entrepreneurial scholarship** "[Manage&More](#)" (Student consultant + project mgmt.)

SKILLS & INTERESTS

QA: PHPUnit ...| Int/API: Docker, Postman, Guzzle... | UI: Selenium, TestCafé, Playwright... | Load: [k6](#) | Sec.: [OWASP](#) [DefectDojo](#) | Infra: [Chaos Monkey](#) | Static: SonarQube, PHPStan... | Mgmt: Jira, Xray... | TDD/BDD: [Allure](#), Cucumber, [Serenity](#) | Monitoring (alerts, metrics, logs, RUM, APM): Datadog, Kibana/Elastic, Grafana/Prometheus, Sentry.io

Agile / Management: Team lead (~5-10 people) | Scrum (of Scrums) | Confluence, [PlantUML](#), [BPMN](#), [C4](#), [CoPs](#)

Domain: E-Commerce: Checkout/Orders, PIM, PayPal/Stripe | Mobility services (Booking/Tickets...)

Software Engineering: Domain Driven Design & Hex Architecture | Microservices | Event Driven (Kafka...) |PHP Symfony | NestJS, TypeScript | SQL, MongoDB | React, GoLang, Java

DevOps: GitLab, Jenkins | Kubernetes, Docker | AWS (main services)

Interests: Gymnastics/Tricking @ [FAM](#) (>10y) | Game Design / Development (>1y, [Godot](#)) | Knowledge Sharing ([own Blog](#)) | DIY: woodworking, electronics, cooking...