

Christopher Haycock



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| UK Expat living in Denmark

Personal Summary

Certified Agile QA Leader with over 20 years of experience driving quality initiatives, building high-performing QA teams, and developing end-to-end testing strategies across industries including gaming, finance, and audio hardware. Proven track record of enhancing product quality through strategic process improvements, mentoring, and cross-functional collaboration with stakeholders. Highly skilled in aligning testing processes with business goals, implementing cutting-edge testing methodologies, and fostering a quality-driven culture to achieve consistent, reliable software releases.

Leadership & Strategic Skills:

- Agile Leadership,
- Quality Assurance Strategy,
- Stakeholder Management,
- Resource Planning,
- Release Management,
- Risk Analysis, Mentorship,
- Cross-functional Collaboration,
- Process Improvement

Technical & Testing Skills:

- System Testing,
- Manual Testing,
- Web & Mobile Testing,
- Defect Tracking,
- UI/UX Testing,
- Automation Tool Knowledge
- Test Management (Zephyr / X-Ray),
- Device & Virtual Device Testing,
- JIRA and Confluence,
- Jenkins Pipeline

Certifications

- Agile Leadership (CAL-E, CAL-O, CAL 1)
- ISTQB Advanced Certified Tester
- ISTQB Foundation Certified Tester
- ITIL Foundation in Service and Delivery

Education

- HNC in Computing
- NVQ in Using Technology Level 2

Professional Abilities

I am a T-shaped manager with 20+ years in QA, blending deep expertise with broad cross-industry experience to elevate QA standards and practices. My background allows me to mentor Test Leads and QA teams effectively, fostering a culture of quality excellence across diverse organisations.

I drive quality initiatives and champion maturity in QA processes, ensuring consistent, high-quality software releases. Known for building strong cross-functional relationships, I optimise release efficiency through clear communication and proactive bottleneck resolution.

My experience spans finance, home services, gaming, and audio hardware sectors, from startups to large multinationals. With a strategic approach, I push quality standards that align with business and customer needs.

Current Role:

August 2023 - Pascal Audio

Head of Testing

- Overall management and leadership responsibility for the testing of software
- Hands on and responsible with defining the test strategy
- Mentor software team in testing best practises, ensuring they are followed
- Created a greater testing visibility for the entire software portfolio
- Identify and manage risks associated with testing and ensure appropriate mitigation strategies are in place.
- Fostered a strong collaboration between stakeholders, developers and testers to improve communication, identify bottlenecks, and resolve issues efficiently,
- Build a test team to support increasing demands on the software

Employment History:

November 2021 - July 2023 - EPOS

Software Test Team Manager

- Line responsibility of 4 on site Test Leads
- Resource management of 19 off site testers
- Release Gate participant and executor
- Mentor for all in house testers
- Liaison for manual and automation testing
- Owner of initiative for testing excellence

July 2018 - October 2021 - SYBO Games

Senior QA Manager

- QA for Subway Surfers and Blades of Brim.
- Involved in hiring a new QA team members
- Mentor for the test team.
- Implementation of QA processes

June 2016 - June 2018 - ExLibris

Senior QA

- Brought Attendance Monitoring to the UK.
- Identified gaps in current procedures.
- Helped mentor graduates

Sept 2015 – June 2016 - Castleton Software

Senior Tester

- Advising on operations of the testing regime.
- Conduct specification reviews
- Supporting customer UAT processes.

June 2014 – July 2015 - Digital Animal

Lead QA

- Led rollout of digital security procedures.
- Setup testing procedures and best practices.
- Implemented automation testing software.

Sept 2011 – May 2014 - Inspired Gaming

Integration and QA Developer

- Setup server room and gaming terminals at the ICE show at Excel London for the business.
- Migrate VM's from Virtual Box to VMware ESX.
- Wrote automated integration tests in fitnesse.

Nov 2009 – March 2011 - Ranger Services

Principal QA/Analyst

- Collaborated strategies for improving QA.
- Helped the Dev Team clear the bug backlog.
- Led research into an automated test tool.

Nov 2004 – March 2009 - E.ON UK Energy

Support Test Analyst

- Owned proof of concept trials
- Main contact for all handheld related queries.
- Provided advice and training to users.

Sep 2001 – Oct 2003 - Metering Services

Junior Test Analyst