

Honorato Santos

QA Analyst, Data Analyst, Business Analyst with Web Development background

Los Angeles, CA - Email me on Indeed: [indeed.com/r/Honorato-Santos/3f4948d88da06b3a](https://www.indeed.com/r/Honorato-Santos/3f4948d88da06b3a)

Twenty years experience in the Financial IT industry in Quality Assurance, BI, Analytics, Applications Development and Technology Operations.

Strong QA, development, business analysis and communication skills provide enhanced ability to work as part of a development team using Agile or Waterfall methodology.

WORK EXPERIENCE

Web Developer

Ron Dier Design - November 2014 to Present

Technical Environment: Weebly website builder

Key responsibilities:

- Develop, test and maintain the company website
- Liaise with stakeholders to gather, analyse and document business requirements for the development of the company website

Senior Consultant

Businessminds Australia - July 2011 to April 2014

Technical Environment: Teradata, Customer Relationship Management tool (Aprimo), SQL Server - SQL Server Management Studio (SSMS), SQL Server Integration Services (SSIS)

⇒ Worked on 3 projects over the 3 years as a Campaign Development Manager, Data Analyst, SSIS developer, QA Manager/Analyst and Business Analyst for two of the major banks in Australia (Commonwealth Bank and Westpac). The projects involved building a data mart, data analysis to identify the right customers to target for specific campaigns, campaign execution, reporting the success of the campaign and QA of a marketing mailing system.

Key responsibilities:

- Work closely with stakeholders ie the Marketing, Online and Product team for brainstorming sessions, gathering business requirements and delivering the marketing campaigns and measuring its success
- Provide operational support and customer intelligence for all direct marketing activities
- Leverage and analyse customer data to shape Marketing Campaigns that aim to provide the appropriate messages/offers to the bank's customers through the right channel at the right time
- develop a reporting data mart to support the information and analytical needs of analysts and users
- Supporting Technical lead
- Implementation and testing of the ETL process from source systems to the Data Mart using SSIS
- Analysis and creation of test cases
- Management and coordination of testing stages, issues and releases from unit testing to implementation
- Gathering of business requirements from clients to be able to formulate test cases and document business process and technical requirements
- Prioritisation of defects and resolution

Agile QA engineer

Transport NSW - April 2010 to June 2011

Technical Environment: Windows XP Professional, Spring, Hibernate, Java, HTML, XML, Javascript, Unix, BEA Web Logic 10, Oracle 10

⇒ The objective of this project was to provide a robust and secure central store of shared information across various transport modes to facilitate a range of improved outcomes for public transport users in NSW.

Key responsibilities:

- Created testing strategies for system, regression, UAT and integration testing to fit with Agile methodology
- Created and ran test scripts across the entire application to ensure the system met user requirements for each sprint
- Established and trained other testers on the use of an automated testing tool used for each release to ensure new functionality did not inadvertently affect the system
- Communicated closely with other team members regarding planning and design sessions providing key feedback on acceptance tests before development began
- Collaborated with the developers to help troubleshoot and resolve defects
- Worked closely with the Business analyst to clarify ambiguities with the requirements

Analyst Programmer/QA Engineer

Quipoz Limited - July 2007 to February 2010

Technical Environment: Windows XP Professional, J2EE, Java, JSP, HTML, XML, Javascript, BEA Web Logic 9.2, Oracle 10, Unix, DB2 v8.2

Key responsibilities:

- Analysed and documented requirements for the transformation process communicating closely with users to gain understanding of their needs to the system
- Developed front end application using Java within J2EE architecture
- Performed unit and system integration testing
- Transitioned from Waterfall to Agile methodology and as a QA Engineer ensured that the application met key functionalities in scope for each iteration and scheduled sub releases
- Prepared and executed test plans and created automated tests using Selenium as part of unit and regression testing
- Reported on status of testing and development and communicated with overseas stakeholders any issues and resolutions
- Achieved the flexibility between the role of a developer as well as a QA Engineer
- Created a test base for the transformation of code to warrant that any changes to the translation of code did not cause any impact to the transformation already working
- Documented a developers guide of the steps taken involved in the transformation process
- Identifying and resolution of defects

Analyst Programmer, Knowledge Engineer, QA Engineer

CSC Australia Ltd - January 1998 to June 2007

Technical Environment: Windows XP Professional, J2EE, Java, JSP, HTML, XML, Javascript, Unix, Vignette 7, TCL, Vignette 4.5.1, Oracle 9i, Sun Identity Manager, Web Sphere, SOAP, AWD work flow system, ATG Dynamo, IBM Mainframe, COBOL II, IMS DB/DC, CICS, DB2

Key responsibilities:

- Developed and maintained web based application primarily on the front end for Financial and telecommunication companies as well as the government

- Liaised with stakeholders to gather, analyse and document business requirements for all development projects and maintenance and enhancements to existing applications
- Developed, enhanced and supported legacy systems on the mainframe
- Test lead for developing a web based superannuation system that used Microsoft technology which integrated with the Polisy legacy system and a workflow system. This involved co-ordinating systems integration testing, regression and user acceptance testing
- Prepared and executed test plans and automated regression testing using Test Director and Astra Quick Test
- Tracked and reported defects using JIRA, Bugzilla and Mercury
- Enhanced and supported a Knowledge/rule base Personal Injury Claim system and performed statistical analysis on the benefits of the system
- Developed a proof of concept to utilise Sun Identity manager to the existing security access system working closely with the business analysts, senior architect, product expert and stake holders.
- involvement in the whole software development cycle from the gathering of the business requirements, design and technical specifications to the development, testing and implementation of the application
- Coordinated implementation to production

Analyst Programmer, Team Leader, Reporting Statistical Analyst

Westpac Banking Corporation - November 1994 to December 1997

Technical Environment: IBM Mainframe, COBOL II, NETRON CAP, IMS DB/DC

Key responsibilities:

- Developed, enhanced and maintained COBOL banking applications on the mainframe system on IMS and CICS environment
- Coordinated, supported and performed interface testing, system integration, regression and user acceptance testing
- mentored trainee analyst programmer
- Prepared statement of work covering business requirements and technical design
- Project lead having a junior and a senior developer on the team
- Worked as a Reporting Statistical Analyst and provided consultancy in automating data collation and process improvements to ensure data accuracy
- Produced statistical reports that allowed Technology Operations management to make informed decisions about Service availability for different business services
- Provided first level support for hardware and software problems experienced by the corporate area of the bank

EDUCATION

Bachelor of Economics in Demography and Statistics

Macquarie University

SKILLS

Jira Greenhopper, Astra Quick Test, Test Director, Selenium IDE, Mercury, Bugzilla, HP Quality Centre
 Java 2 within a J2EE architecture, Javascript, VB Script, HTML, CSS, XML, JSP, JSTL, Visual Basic 6,
 ASP, TCL, AION, COBOL II, NETRON CAP, SQL, PASCAL
 Teradata, SQL Server 2008 R2, Oracle 10, IMS DB, DB2
 Tomcat, Web Sphere 5.1, BEA Weblogic, Borland Enterprise System 6.5, J2EE, STRUTS, J++, Eclipse 3.4,
 JDeveloper, Web Sphere Studio, Vignette 4.5.1, Vignette 7, SQL Server Management Studio (SSMS), SQL
 Server Intergration Services (SSIS), Customer Relationship Management tool (Aprimo)