

Personal Statement

A knowledgeable, positive and professional Software QA Engineer with 15 years' experience in the technology, finance and motor manufacturer sectors. A highly organised and efficient individual, whose thorough and precise approach to project and BAU testing has yielded excellent results both independently and collaboratively.

I have been involved in many varied software projects and understand the importance of gaining a thorough understanding of what is required to test in order to confidently sign off testing for business use. This has led to me creating a meticulous and fastidious approach in all work that I do.

Skills and Knowledge

- Experience with both manual and automated testing methodologies
- Familiarity with testing frameworks and tools such as Cypress, Jenkins, Junit and Maven
- Experience with CI/CD pipelines using Codefresh, Artifactory and Terraform
- Knowledgeable in SQL and adept at database testing
- Adept in test management tools like Xray and Zephyr with JIRA for streamlined testing workflows
- Solid understanding of XML, JSON, and other data structures
- Capable of conducting performance tests to evaluate system efficiency and scalability
- Experienced using Postman and SoapUI to test REST and SOAP APIs respectively
- Strong understanding of the software development lifecycle and Agile methodologies, enabling effective collaboration with development teams and timely delivery of quality software
- Experience in both centralized QA environments and as an embedded QA within cross-functional Agile teams, ensuring seamless integration of testing processes throughout the development lifecycle

Qualifications

- W3Schools Java Foundation Certificate (2024)
- W3Schools SQL Foundation Certificate (2024)
- GCHQ Cyber Security Foundation Certificate (2019)
- ISTQB Foundation & BCS Intermediate Software Testing Certificate (2016)
- BCS Business Analyst Foundation Certificate (2013)
- MCTS (Microsoft Certified Technology Specialist in Vista - 2009)
- A+ Hardware Technician (2003)
- MCSE+I NT4 (Microsoft Certified Systems Engineer + Internet - 2000)

Work Experience

Nominet, Oxford

March 2022 - Present

QA Engineer

Member of the QA Team responsible for all Registry applications and projects. Projects utilised the Agile methodology. Embedded within the Data & Insights Team my typical tasks include;

- The creation of test cases and test scripts for Functional SQL testing of Apache Spark database tables within the cloud-based service, Databricks.
- Creating test cases and test scripts for Functional Dashboard Report testing (PowerBI) based on extensive requirements gathering.
- Test execution, defect logging and defect reporting within JIRA XRAY to appropriate stakeholders, ensuring communication is timely and accurate
- Extensive SQL database interrogation to extract relevant testing information

Assisted the DNS team with testing requests in addition to my substantive duties including:

- Tested over 10 DNS projects within Dev and Production environments successfully including Performance testing a DNS project to confirm large quantity of DNS queries (200k qps) were handled as expected.

Toyota Financial Services, Toyota GB, Epsom

September 2015 – February 2022

Test Analyst

Member of the Test Team responsible for all UK applications and projects. Projects consist of a mixture Waterfall, Agile and Hybrid SDLCs. Typical tasks included;

- Create and acquire sign-off of Test Strategies and Test Plans from relevant stakeholders
- Creation of test cases and test scripts for Functional, E2E, Regression and UAT test phases
- Managed test execution phases both within the Test Team and UAT
- Organised regular reviews with business/Test Team of Regression Test Suites to ensure accurate and appropriate coverage
- Test execution, defect logging and defect reporting to appropriate stakeholders, ensuring communication is timely and accurate
- Coordinate test coverage with external software suppliers
- Oracle database interrogation, via SQL, to extract relevant testing information
- Integration testing of APIs using XML/JSON in SoapUI

Whilst employed at TFS I lead on and contributed to the success of many notable projects including;

- Leading on GDPR functional testing and UAT of the 'Notices & Consent' and 'Retention & Right to be Forgotten' work streams
- Leading Disaster Recovery testing, which included co-ordination of teams and communication throughout the scenario and participated in retrospectives
- Managing BAU testing of CAP Data (vehicle residual values) within Online Finance Calculators and POS system, which is a cross team function with multiple stakeholders
- Managing testing of new releases and defect retesting of the Contract Management System
- Administrator of JIRA/Zephyr Test Management software e.g. managing users, creating and updating issue type workflows, notification schemes, issue types, field configuration schemes, permissions etc.
- Researching, planning, configuring and releasing a tool accessed by multiple departments to assist in managing the multiple test environments (Activity Timeline JIRA add-on)

Ultima Business Solutions, based at Toyota GB, Epsom

August 2007 – September 2015

Support Analyst – Business Analyst – Test Analyst

My first role at Toyota was in 1st Line Support, my proactive and enthusiastic approach was recognised and I quickly progressed through a variety of roles within the IT department including 2nd Line Support, Business Analyst and Test Analyst within the Development Team. Within these roles I;

- Created test acceptance criteria and the test data required for test execution
- Exposure to full range of test phases including Functional, SIT, Regression and Non-Functional
- Web service testing using ReadyAPI, including JSON API data testing
- Worked within the parameters of Agile (SCRUM) software development framework ensuring the development team were kept informed of issues, test progress and test blockers
- Creation of test execution burndowns and status reports for appropriate stakeholders within IT and the business
- Utilised a variety of Test Management tools including HP Quality Centre and JIRA
- Experience with modern cloud-based applications: Heroku, LogEntries and MongoDB.

Whilst employed in the Toyota IT department some of my key achievements were;

- Supporting the Quality Assurance of 'Sales Workbench' desktop and 'SPA' tablet solutions, both in-house developed, multi-million pound projects to manage the 7 Step Sales process utilised by the Toyota and Lexus retail dealerships using my skills as a Business and Test Analyst.
- Streamlining the LANDesk call management system as a result reducing the time to log a call by 30%, which in turn increased the helpdesk team's efficiency by 20%
- Identifying a trend in which dealer's computers were being denied access to the internet by the dealership's routers, researched the cause and devised a solution to rectify it which was implemented by all locations
- Passed the Dell Server Fast Track course.