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# John Smith

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Address Line 1

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## SOFTWARE DEVELOPMENT

♦ Websites - Networks - Test Analyst - Quality Assurance ♦

A Professional Software Developer / Test Analyst possessing of full project development, life cycle experience from conception within budget limitations and strict deadlines, to final delivery. Ensuring functional and non-functional requirements for business' needs are analyzed, captured, prioritized and tested. End-to-end testing activities include: analysis of specifications, reviewing documentation, internal / client liaison, regression testing, UAT, IOT and maintaining error logs. Now looking to make a continued significant contribution within a new I.T. Project Management / Project Co-ordination appointment.

## AREAS OF EXPERTISE

- Project Management Methodology
- Troubleshooting / Problem Solving
- Writing Specifications/ Documents
- Test Planning
- C++, Java, XML
- Web Testing, HTML
- MS Office Project
- Windows 98/97 / 2000. UNIX
- Business / Data Analysis
- Critical Issue
- Security
- Data Migration

## PROFESSIONAL DEVELOPMENT / EDUCATION

ISEB	Foundation and Principles of Testing	2007
BSc (Hons)	Political Science and Public Administration	1991

## PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

### VOLUNTEER

*Jan 08 - Jun 09*

- Carried out charity work in Africa (details can be discussed at interview).



### WEBSITE PROJECT CO-ORDINATOR / UAT TESTER

*Apr 07 - Jan 08*

*Company A*

Responsible for coordinating this exciting web-based project and content management system: designed and implemented a new user interactive public site where customers can track parcels and lodge complaints on-line. Ensuring the project meets detailed project documentation, business and functional specifications.

- **Worked with business and IT teams and created Test Strategies:** Liaised with development staff and business analysts and gained an in-depth understanding of the website to be tested. Attended reviews and inspections of requirements created by business analysts. Defined a checklist of testing processes.
  - Helped with data mapping the old system to the new system (data migration).
  - **Testing:** Creating and executing test scripts and logged defects with Mercury Quality Centre Suite.
  - Tracking and reporting defects using Test Director.
  - Performing system, usability and acceptance testing at all levels of project development.
  - Recording and running business processes that emulates would be users' actions.
  - Creating checkpoints to verify that expected information is displayed in the web application while the test is running. This includes, but not limited to Text, Image, Page, Accessibility and Table Checkpoints.
  - Defining data table parameters and running tests to check how the website performs.
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## PREVIOUS PROJECT MANAGEMENT EXPERIENCE / ACHIEVEMENTS

- **Testing (cont):** Emulating different users' behaviours including browser emulation, think time, speed simulation etc.
- Comparing performance data against the SLAs and defining SLA statuses for the defined measurement.
- Producing test reports within strict timescales.
- Carrying out Regression Testing, ensuring fixed bugs didn't break the site or reinstate previously fixed bugs.
- Documenting details of discovered bugs and their resolutions or workarounds.
- Defining exit criteria using project methodology and management approaches such as V-MODEL and ITIL.

### PROJECT / TEAM MANAGER

May 06 - Mar 07

#### Company B

Responsible for managing and coordinating the 2007 Census Test Operation for over 5000 local households including managing a team of 12 field staff.

- Carried out computer-based self-study and became quicker familiar with work responsibilities.
- Planned manpower and daily routines by writing "Work Packages" for team members.
- Re-checked areas of major housing change previously identified in the 2006 address checking exercise.
- Ensured complete coverage of team area, with confidentiality and security of census information at all times within strict time stipulations. Receive and complete MIS reports via a laptop to timetable.
- Raised Project Issues to Stakeholders.

### PROJECT / ACCOUNT MANAGER

Jan 06 - Apr 06

#### Company C

- Dealt with service/maintenance contractors, internal and external complaints from Internal (staff and management and external customers. Updating customers with new developments and opportunities within the company.
- Established and monitored Key Performance Indicators for the different departments.
- Motivated and encouraging team working among the members of staff. Wrote end-of-year appraisals for staff and management.
- Negotiating sales and partnership contracts with potential and existing partners.
- Write business plans for subsidiary offices

### LETTINGS MANAGER

Jan 05 - Dec 06

#### Company D

- Responsible for handling customer service enquiries from tenants and landlords, carrying out property inspections, negotiated management fees with landlords and signing off repairs undertaken by contractors.
- Ordering, tracking and accounting for special deliveries. Collected rents

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## EARLY CAREER SUMMARY

Homelessness Manager	Council A	2003-04
Housing Manager	Housing Association A (GA)	2001-02
Junior to Assistant Manager	Company E	1998-00
Revenue Control Inspector	Company F	1992-97

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## PROFESSIONAL DEVELOPMENT

Advanced Practice Certificate	Housing and Welfare Management	(2004)
Diploma	Housing Administration	(2001)

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## PERSONAL

<i>Mobility:</i>	Full clean driving license.
<i>Born:</i>	1972.
<i>Marital Status:</i>	Married.