

Lead test manager and senior test analyst with a multi-national career and a history of successful delivery. Distinguished by a demonstrated ability to adapt and innovate; providing a high level of flexibility that has regularly delivered positive outcomes in novel and challenging situations. Strong technical skills have enabled test leadership roles to be taken in a rich portfolio of programmes with rapid assimilation and effective mobilisation when entering a new domain. A personal professional ethos that is characterised by a determination to get the job done, by an absolute commitment to do whatever this requires and by a determination to deliver quality work ensure that a real difference is made when an assignment is undertaken.

Extensive experience building effective test functions from the ground up to test new solutions and delivery streams where there are no established organisations or operating approaches. Within a major telecommunications provider lead the strategy definition, synthesis of the test delivery approach, planning, initial test analysis and mobilisation of the two primary releases of one of the most complex and time constrained OSS replacements projects ever delivered. Subsequently established and managed a unit that dealt with novel and complex system delivery programmes not suited to the delivery of testing through existing teams. The diverse nature of the tasks dealt with by the unit had a critical dependency on this manger's ability to autonomously identify appropriate test strategies aligned to the material risks of the programmes and to mobilise and manage the delivery of a diverse portfolio of concurrent test programmes.

Multiple exposure to outsourced and offshore testing delivery models and to split models. Held direct responsibility for management of outsourced testing; including using offshore suppliers. Working for a UK bank created a new offshore test team, established their operating practices, directed the transfer of work and managed the team during its initial operation; this included six months working in the offices of the supplier in India. Performed test delivery management within programmes with split onshore / offshore delivery models. Fully aware of cultural issues that exist when practising offshore testing and skilled at mitigating these issues via effective relationship development, avoidance through appropriate process design and containment through effective supervision and validation of activities.

Test delivery management experience encompassing large scale testing in restricted test execution windows on complex multi-vendor programmes with responsibility for both delivery effectiveness and test effectiveness. Excellent analysis and reporting skills covering transparent progress reporting practices and test outcome status reporting practices. Focussed delivery management skills able to plan and orchestrate team activities through mobilisation, test definition, test preparation, execution and follow-up. Operates an active rather than reactive approach to the management of test delivery by the test team. First rate practitioner of systematic disciplined test delivery operating processes with comprehensive exposure to the use of test management support tools to provide process automation and full management information.

Multi sector experience spanning telecommunications, investment banking, insurance and retail has provided an understanding of business domains that is both broad and deep. Breadth stems from the variety of business problems and solutions to the problems that have been encountered. Depth comes from the practical experience of successful test delivery and leadership of issue resolution during these encounters. Business knowledge spans customer relationship management, customer service centres, billing, credit control and financial systems. Telecommunications experience includes provisioning systems, VOIP and exchange support systems; investment banking product experience includes securities, contracts for difference and Fx trading with services domain experience including trade support, market data and settlements; retail banking and insurance sectors provide life insurance, mortgages and pensions knowledge; general retail experience adds point of sale and supply chain systems.

Robust test skills are built on this rich mix of systems and projects together with the different forms of testing that each has required. Technology; system types ranging from mainframe solutions through client server models to web-based solutions. Test types; ranging from technical integration testing through system testing, solution testing, accepting testing to high end customer experience evaluation. Test discipline components; running from business requirements gathering through change analysis, design reviews to test scope definition, detailed test design, test execution and defect management. Well honed testing skills support leadership by example and effective quality control over the work of the test teams themselves.

Has worked in some of the most prestigious blue chip organisations in the UK and Australia has always established a reputation as someone who makes a positive difference. A determination to effectively apply appropriate testing best practice and natural leadership tendency create an excellent fit when skilled senior test leadership is required or consultancy on effective testing practice is sought.