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# Software Testing Engineer

## Information Technology Services, Software Development (Baseline SC Cleared)

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Senior Technical Consultant with hands on software development, software testing and software engineering skills working in a test management environment. I offer extensive Government and Telecommunications industry sector expertise which has been enhanced upon over the last 7 years. I am able to gather and identify the needs of my stakeholders and a business in order to develop a product or solution that is in line with the project scope of works, project deadlines and budgets agreed.

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### SKILLS & ATTRIBUTES

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- Software Testing Projects
- Software Engineering
- SDLC Methodology Frameworks
- End-to-End Project Delivery
- Business Critical Projects
- Stakeholder Relationships
- Technical Consultation
- Gathering IT Requirements
- Hands on Technical Solving Skills
- Strategic Planning & Delivery
- System Testing & Drafting
- Manual Test Cases
- Highly Analytical Professional
- Reporting Bugs & Defects
- Communication & Engagement

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### TECHNICAL SKILLS

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- HP, ALM, JIRA, TFS
- CRM Applications, PEGA
- PSCD-SAP
- SAP- HANA
- Coded Under Interface (UI)
- JAVA
- Oracle Databases
- Siebel Systems
- IBM Mainframe Systems
- Teradata Ascential Datastage 7.5.2
- SAS, Informatica, Cognos
- Project 2000
- Office 2002
- Visual Source Safe
- SQL Databases

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### EDUCATION, AFFILIATIONS & MEMBERSHIPS

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**Masters of Business Administration**  
Australian Catholic University, 2002 – 2004

**ISTQB Foundation Level Certification**  
ISTQB - Software Tester, 2008

**Application Testing Methodologies**  
Accenture Training Academy, 2012 - 2013

**Accenture Project Delivery (SDLC)**  
Accenture Training Academy, 2012 – 2013

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### PROFESSIONAL EXPERIENCE

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**Australian Bureau of Statistics, Canberra**  
**Senior Technical Tester**

**May 2017 - Present Date**

The ABS is Australia's national statistical agency, providing trusted official statistics on a wide range of economic, social, population and environmental matters of importance to Australia. Engaged via Hays Recruitment agency to deliver the Data Acquisition Capability project.

**Testing Environment:** Pega CRM, Informatica, Conconfirm, JIRA Testing Tool, ABS Internal Portals, Java Web Applications and Oracle.

## Key Responsibilities

- Senior role in the business tasked to communicate and collaborate effectively with people of diverse backgrounds, cultures and professional levels to ascertain project requirements and project scope of works and key milestones;
- Effectively provide new digital data channels and subsequently deliver an improved end user provider experience;
- Successfully increase the take-up of digital transactions, which will in turn significantly reduce burden on the Australian public and provide solutions for better meeting the needs of both ABS end users and ABS staff;
- Took full ownership of developing the test matrix and test scripts in line with the technical specifications working in an Agile based testing environment using SDLC methodology and project management delivery frameworks;
- End-to-end testing on the entire customer relationship management capability and provider portal called PEGA, successfully developing testing scenarios for instrument design tool using Confirmit as per project schedules;
- Providing enhanced testing on all administrative data collection capability using Informatica as per scope of works;
- Streamline templates to assist with regression testing and provided a comprehensive review of all test cases;
- Completion of product and integration testing of PEGA CRM applications handling any defects observed, writing stakeholder test summary reports each week with suitable recommendations for improvement on issue observed.

### Department of Immigration and Border Protection Senior Technical Tester

March 2016 – March 2017

The Australian Department of Immigration and Border Protection is a department of the Government of Australia that is responsible for immigration, citizenship and border control. Working as part of the Enterprise testing and systems applications team (ETSA).

**Test Environment:** HP ALM, Internal Portals, Java Web Applications and Mainframe Web Based Applications.

## Key Responsibilities

- Working across the Service Delivery Lifecycle to analyze and test multiple system components and applications and systems at an Enterprise level contracted via Agilon recruitment agency consultancy business services;
- Engaging closely with multiple business stakeholder to identify and gather business needs and requirements;
- Successfully developed the test matrix and test scripts in line with internal business documentation, executed test scripts for various phases of testing working in an Agile testing environment using the SDLC methodology;
- Created entries and maintained SharePoint updates on internal applications status, drafting multiple new business templates to assist with regression testing which resulted in an increase in employee productivity;
- Completion of all smoke and regression testing of applications for successful release and deployment phase;
- Handled test matrix and test cases and reviewed XML reports in details making recommendations as necessary;
- Communicating effectively with stakeholders and the internal and external software development and testing environment team members for the respective functional defects using the data collected from XML reports;
- Performed security and compliance testing to correlate with department's standards such as non-functional testing, often working within tight projects deadlines and demonstrating my ability to remain calm under pressure.

### Department of Defence, Australia Senior Technical Tester & UAT

October 2014 – March 2016

The Australian Department of Defence is a department of the Government of Australia charged with the responsibility to defend Australia and its national interests.

**Test Environment:** HP ALM, Web Based Applications, TFS, Remote Testing Environments, Defence Remote Access, Internal Defence IT Applications, SOE, .Net, SBC, Thick and Thin Line Client Architectures.

## Key Responsibilities

- Assigned to work on a SIE (Single information Environment) Program to deliver multiple Defence internal applications which are migrated successfully over to the NGD environment as per scope of works and schedules;
- Ensure all critical applications are migrated to new desktop environment without any disruption to BAU activities, communicating with multiple stakeholders to identify needs and individual requirements in release phase;
- Define the test strategy plan and detailed test plan and testing matrix plan in line with stakeholders expectations;
- Successfully designed and implemented all end user test scripts and templates across the entire testing lifecycle;
- Created entries and maintained SharePoint updates on internal applications status and performed usability and accessibility testing with actual Defence personnel, often working in tight business deadlines and under pressure;
- Completion of all smoke testing of applications at all level of deployments in line with the project scope of works;
- Provision of end users for UAT testing facilitating test launches on SBC, SOE and on thick line machines on time;
- Gaining suitable feedback from UAT testing and lodge defects through ALM and create test defect reports;
- Successfully designed and implemented the release of a testing flow diagram to help understanding the testing process and mentored new team members by providing support and technical advice.

## Australian Taxation Office, Australia Senior Test Analyst

August 2013 – November 2014

The Australian Taxation Office is an Australian government statutory agency and the principal revenue collection body for the Australian Government.

## Key Responsibilities

- Providing 24/7 Level 2 and Level 3 support successfully introduction daily health checks monitoring and weekly reporting processes resulting in gaining 90% compliance to service levels and 80% above customer satisfaction;
- Recruitment and retention of a brand new team of 8 employees which had a clear focus on the customer journey, increasing service delivery response times, resolution of faults and driving customer service every day;
- Maintained over 80% of all infrastructure related incidents and requests within the Infrastructure Systems team;
- Consistent achieving Incident and Service Request resolution targets for the first time since EB Service commencement ensuring all employees comply with internal processes and ITIL service management practices;

## Department of Primary Industry, Melbourne Test Analyst

March 2013 – August 2013

The Department of Primary Industries is responsible for the administration and development for agriculture, fisheries, aquaculture, state forests, biosecurity, and crown lands in Australia. Successful completion of major release 3 and major release 4-SG and USM March 2014 release on time, in budget.

**Test Environment:** IBM Mainframes, ICP, Siebel, HP ALM, Java Web Based Applications, Sybase and SQL Server 2005.

## Key Responsibilities

- The purpose of my role was to deliver a number of major releases on the on the functional base developed within the Change Program working across FBT, Income Tax and Superannuation departments and stakeholders;
- Comprehensive review and assessment of the ICP and relevant Business Systems design specifications;
- Successfully executed the manual test cases maintaining the integrity of all test execution results against test plans and test cases in HP ALM following the execution standards and protocols;
- Communicating closely with business stakeholders for test plan and test strategy plan working in an agile environment using project management methodology, frameworks and techniques;
- Developed and designed scenarios with ICP integration with QC using HP ALM to generate realistic test reports;
- Completion of all SQL commands to retrieve data from the database for testing purpose, engaging closely with

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Solution Architects, DBAs and the Performance Testing team to identify and resolve bottlenecks issues;

- Validate defects, bugs and testing defaults observed in a timely and professional manner to ensure deadlines met;
- Provided ongoing technical support and guidance by performing the batch runs on Mainframe Systems to assist internal team members in completing various manual test case executions sharing my skills and knowledge;
- Drafted and maintained artefacts and documents for a range of business and technical audiences and negotiated priorities across competing demand for testing services, preparation and execution of test cases as per reviews;
- Working in line with ATO Government Testing standards, frameworks, SOP's guidelines and methodology.

**Department of Health and Aging, Australia**  
**Software Tester**

**April 2012 – December 2012**

The Department of Health is a department of the Government of Australia charged with overseeing the running of Australia's health system. Engaged via Accenture to deliver the Consumer Information and Price Comparison Web portal (CPIC) project on time.

**Test Environment:** Java Web Based Applications, J2EE, WSDL, IBM Web Sphere, Microsoft Suite, and Visual Studio 2012 and Coded User Interface (UI).

**Key Responsibilities**

- The Victorian Government has mandated the installation of smart meters for all electricity customers consuming less than 160 MWh per year across domestic and small business customers;
- Working in line with Government policy, DPI proposes to develop a Consumer Information and Price Comparison (CIPC) Website to assist customers with the introduction of flexible pricing from 1 July 2013;
- Assigned to deliver and handover a website which will enable customers to compare different generally available retail price offers, including the new flexible price offers to be progressively introduced by retailers on time;
- Provided a comprehensive review and assessment of all functional specifications and defined testing matrix, developing enhanced test scripts whilst working in an Agile SDLC testing environment;
- Recorded multiple test runs using Coded UI and generated codes for scripting purposes, engaging closely with the Solution Architects and DBAs to identify and resolve bottlenecks issues to deliver the project on time;
- Working in a team of 12 sharing my expertise and testing knowledge as the only person with testing background;
- Handled all Incident Management including impact analysis, maintaining Test Log, and Incident Log on time;
- Performed all AER interface testing as part of focused testing using XML, HTML and drafted all possible scenarios for SIT1 & SIT2 meeting multiple stakeholders needs and individual requirements.

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**PREVIOUS EMPLOYMENT HISTORY**

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**Telstra Corporation | Software Tester | August 2010 – April 2012**

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**EMPLOYMENT REFERENCES**

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References can be supplied upon request.