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Career Objective

Over the past 8 years, I've undergone significant growth within the IT industry, constantly expanding my skill set, accumulating qualifications, and amassing a wealth of diverse experiences. I've had the privilege of collaborating with multifaceted teams across the globe, each operating in different time zones, employing various technologies and processes. My qualifications and experience have primed me for the next phase of my career development. My professional journey thus far has revolved around the role of a Quality Analyst, equipping me with a solid foundation in that domain. I now find myself prepared and eager to pivot towards a more senior role within the domain. Throughout my career, I've seamlessly transitioned between both independent and team-based work environments. I've functioned as the sole QA resource on certain projects, demonstrating my ability to work autonomously. Simultaneously, I've thrived as an engaged and proactive team member in collaborative settings, while also assuming leadership roles at both project and team level.

Education**Bachelor of Technology: Information Technology**

Durban University of Technology

2 years – [Part-time]

Mar 2017 – Jan 2019

National Diploma: Information Technology

Durban University of Technology

3 years

Mar 2012 - Jan 2015

NSC – [Grade 12]

Wendywood high school

Dec 2010

Courses / Certification

IQSTR: Certified Test Analyst

Dec 2016

May 2024 - Present

Primary responsibilities of the role include:

- Leading and managing a team of QA analysts (currently 3), providing guidance, mentoring, and support.
- Develop and implement testing strategies, methodologies, and best practices to enhance the overall quality assurance process.
- Collaborate with cross-functional teams, including developers, QA analysts and product owners, to ensure alignment between QA activities and development efforts.
- Defining and implementing metrics for measuring, reporting and improving the efficiency and effectiveness of the QA team and support functions.
- Overseeing the support team, ensuring timely and effective resolution of reported issues.
- Working closely with stakeholders to gather feedback and implement improvements in software development and support work flows.
- Fostering a collaborative and positive team culture, encouraging open communication and knowledge sharing.

Senior Test Analyst

CSG Group –[Contract Senior Test Analyst - Kerridge Commercial Systems]

Apr 2023 – June 2024

Primary responsibilities of the role include:

- Preparing and maintaining test plans
- Mentorship
- Scheduling test projects
- Conducting risk assessments
- Understanding structured test methods and procedures
- Manual and/or Automated Testing
- Static Analysis, Requirements Management, Testcase design, Test Execution, Defect Management
- Understanding of the Software Development Life Cycle (SDLC)
- Understanding of the Software Testing Life Cycle (STLC)
- Test Plans, Test strategies, Test cases

This role was still new at the time I was with the organization, it included all functions of my previous roles at Derivco with an addition of Automation. Within this role, I was involved in maintaining automated unit tests in the QA test library, adding unit tests to the library as well as identifying opportunities for automation within our space. We followed the BDD approach, using Specflow and Selenium webdriver injections.

Software Quality Analyst

Derivco

Feb 2017 – Oct 2022

Over and above the roles of a Quality Analyst level 2, the SQA role includes more technical and leadership-based requirements. The role entails Involving Test Specialist Teams to ensure relevant testing is completed, continuous environment monitoring and troubleshooting of issues, documentation Sign-off where required, Verifies and Releases files for deployment and Implement risk-based prioritisation of tests. The role requires one to have a strategic mindset, results driven, have excellent decision-making quality and be adaptably resilient. Collaborating with different teams spanning the globe is part of all projects that come into the team.

Within the role of SQA, in an open Agile environment gave me the opportunity to explore tasks and procedures associated with other Agile roles within the team. Tasks such as Planning, Story grooming and prioritisation became absorbed into some of my daily tasks. Working as an intermediary between Developers and Product Owner. This title also came with a responsibility of over seeing your project as a lead and are expected to make independent decisions that will affect overall product delivery and customer satisfaction.

Quality Analyst level 2 - [Team Lead]

Derivco

Jan 2017 – Aug 2017

As a team lead, I had to align my tasks with my existing Quality Analyst duties described below. As an extension of my manager, I worked with 3 other leads from within the department from different teams. Primary responsibilities of the role include:

- Drawing up reports
- Drafting team KPI's
- Mentorship and guidance to junior QAs in the team
- Scheduling and Planning test projects
- Conducting risk assessments
- Resource and capacity planning
- Supervising aspects of Quality Assurance within the team
- Managing stakeholder involvement during QA projects, internal and external communication.

As a Quality Analyst I am responsible for the planning, execution and completion of software testing and subsets of testing, specifically the identification and logging of defects which is seen as a critical task for the role. In the role of a Quality Analyst, I am familiar with the methods of testing, various testing types (their application) and the technologies used, such as the network, environments, browsers and operating systems. API testing via postman came inclusive with the role as well. Within the role, I also had to manage my time efficiently and work under tight deadlines and time constraints. Primarily, I work in a team environment, which requires me to work well within a team and occasionally fulfil leadership functions, such as 2nd in charge (2IC) and/or Test Lead roles. This implies a level of resource management capability and responsibility. Majority of testing I am responsible for is functional but the sporadic occurrences when nonfunctional testing is covered as well.

Subject Matter Expert

Aegis Outsourcing - [Telkom Business]

Apr 2015 - Oct 2015

Duties an SME included but were not limited to, assisting fellow team members with daily challenges that are work related within the Telkom business department, developing training material for new employees coming into the department, acting as support structure for newly hired staff within the department, assisting with training for new employees in the department, Data Analysis: Drew up daily ~~and weekly performance reports as well as KPI's. In 2016 I was hired by Derico where my career in~~ Quality Assurance began.

Customer support Representative

Aegis Outsourcing –[Telkom Business]

Dec 2014 – Apr 2015

Duties included creating new business accounts for Telkom business customers, Maintaining, and servicing old existing accounts, calling customers who want to cancel their accounts with a sole purpose of retaining them, Telephonic troubleshooting assistance for Telephone and internet related faults. I was moved into the Retentions Department and later promoted to Subject Matter Expert soon after being hired.

Skill

- | | | | |
|-----------------|---------------------|----------------|--------------------------------------|
| • Visual Studio | • SQL | • Selenium | • Postman |
| • SoapUI | • Testrail | • Xray | • QMetry |
| • C# | • Microsoft 365 | • Azure Devops | • Atlassian Suite (Jira, Confluence) |
| • Scrum | • Agile | • Casino games | • Specialised ERP |
| • Grafana | • Microsoft Clarity | • API Testing | • Zepr |

Relation – Colleague – [SQA]

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Noxolo Fihlela

Company – Derivco / Games Global

Relation – Colleague – [SQE & SO]

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*All transcripts are available upon request