

## Summary

Skilled Test Analyst with extensive background in the Financial Services industry.

Enthusiastic team player with strong analytical and problem solving skills.

Solid understanding of software testing techniques at all levels of the software development lifecycle. Agile software development tester certified.

Experienced with test and defect management tools such as HP ALM and database querying with MS SQL Server. Experience of test automation using HP UFT.



## Professional Qualifications

- ISTQB Certified Tester - Advanced Level: Test Analyst
- ISTQB Certified Tester - Foundation Level Extension: Agile Tester
- ISTQB Certified Tester - Foundation Level
  
- CII Certificate in Financial Administration (Pensions)
- CII Financial Planning Certificate FP1 and FP2

## Professional Experience

### QA Analyst

#### International Financial Data Services (IFDS) - Essex

December 2013 - present

Collaborated on the functional testing of a new wealth management platform solution and surround technologies, which was successfully released into production on schedule. Also supported testing of ongoing releases, production fixes and business changes as part of a business as usual test team.

- Analysed business requirements/ functional specifications to identify test conditions and design test cases and test scripts.
- Uploaded test cases and test scripts to test management tool and configured tool to ensure traceability to requirements.
- Created test data and smoke tested environments in preparation of test execution.
- Maintained functions in test environments to support daily operations.
- Manually executed tests, captured test evidence and kept status of test execution fully up to date on management tool.
- Raised and fully documented defects on defect management tool. Re-tested fixed defects and updated status on defect management tool.
- Used Agile methodologies to develop and test business reports alongside Business Analysts, Project Managers and Developers.
- Proficient in back end testing including writing SQL queries for testing data integrity and validating business rules.
- Scripted, executed and maintained automated tests as part of regression test pack.
- Managed own workload to meet timelines. Actively developed understanding and skills to meet demands of role.

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### Prudential

#### Senior Customer Service Representative - Stirling

July 2009 - November 2013

- Checked the work of others where appropriate to ensure that standards of accuracy, clarity and financial integrity were maintained.
- Participated in user acceptance testing of system improvements.
- Processed transactions to agreed service levels, quality standards and where relevant within agreed financial authority limits.
- Provided informal guidance and/or training for colleagues as required.

# Campbell Forsyth

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## Sabbatical

March 2008 - June 2009

- Travel
- Set up and maintained a website selling self-published book. This involved a working knowledge of HTML & CSS and overcoming technical challenges such as integrating 3rd party payment collection services and secure product delivery methods.

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## Standard Life

**Customer Service Representative - Edinburgh**

March 1998 - February 2008

- Regularly participated in projects and continuous improvement activities at sub divisional, divisional and corporate level and rolling out any necessary training and communication to staff.
- Responsible for recommending changes to procedures and system improvements and participating in their implementation.
- Participated in user acceptance testing of system improvements.

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## Medical Sales Representative 1996 - 1998

- Field sales representative selling medical supplies to healthcare professionals in health centres, hospitals and nursing homes.

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## Assistant Bar Manager 1994 - 1996

- General bar duties, staff supervision, stock control, banking and making up staff wages.

## Education

### University of Edinburgh 1993

BSc (Social Science)

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### Lornshill Academy, Alloa 1990

Higher Latin (A), English (B), Maths (B), Chemistry (B) and Physics (C)

## Personal Information

Enjoy playing guitar and bass, reading, cooking and watching films.

## Skills

Agile Software Development, Defect Management, Finance, Financial Services, Functional Testing, HP ALM, HP UFT, HTML, ISEB, ISTQB Certification, Manual Testing, Microsoft Office, MS SQL Server, MS Excel, MS Word, Platforms, QTP, Quality Assurance, Quality Center, Regression Testing, SDLC, Software Testing, SQL, System Testing, Test Automation, Test Scenarios, Test Scripting, User Acceptance Testing, V-Model, Waterfall, XML