**Harpreet Dhillon**

07833225536 | harpreetkdhillon@hotmail.co.uk

I am a highly motivated and focused individual, aiming to secure a challenging role, which will give me the opportunity to utilise my technical and problem solving abilities. I have highly attuned interpersonal and organisation skills, alongside vast experiences in relationship and resource management.

**Key Skills**

* Strong analytical and problem solving skills which allow critical thinking with great attention to detail
* Ability to multitask, devise solutions and behave receptively to changes in volatile working environments and shifting priorities
* Strong communication skills spanning across multiple networks from third party vendors to board members
* Thorough understanding of the software lifecycle and the trading lifecycle within finance
* Integration, data migration and upgrade project work BizTalk Platform upgrade, Oracle and SQL server

**Work Experience**

**June 2016 – Present Test/Project Manager, APC, Walsall**

* Rolling out a replacement booking platform for over 100 sites and over 21,000 customers
* Establishing and governing test functions within company to ensure a high level of quality is upheld
* Creating project plans, test strategies and resource requirements across the programme
* Outlining and implementing software development lifecycle best practices across the network and third party suppliers using Agile methodology
* Establishing test and defect process and the selection, implementation and administration of tools
* Providing scope and detail of automation testing required for project
* Working with third party teams to manage project, quality and releases
* Implementation of better processes across the IT department for data migration and new developments
* Daily defect management, MI reporting and stakeholder management
* Coordinating team activities alongside to ensure continuous promotion of quality code for web system

**August 2015 – June 2016 QA Lead, HMRC, Telford**

* Working on a large scale integration project within a PEGA Delivery Group
* Implementing the Agile/Scrum methodology
* Trialing multiple automation testing tools to make recommendations to stakeholders
* Further developed test automation skills using Java, Selenium and IntelliJ
* Defining test strategies to improve quality and identifying risks and issues
* Reviewing test documentation to ensure consistency across delivery group projects
* Liaising with business to assess requirements and establish scope for risk based testing
* Capacity planning and estimations for testing for each sprint
* Running regular playbacks and demonstrations to ensure business acceptance
* Direct liaison for Corporate Audit Warehouse to ensure all audit records remain compliant
* Working with third party teams to ensure successful integration
* Defect management and MI reporting

**June 2015 – August 2015 Test Manager, Keytree, London**

* Managing test deliverables for programme, across multiple projects for clients such as TFL, Plan Z-heroes Charity and Barclays Bank
* Defining test strategy for programme and test plans for individual projects
* Governing defect management process across programme
* Producing regular test and defect reports for stakeholders
* Managing web, mobile and backend system upgrades
* Working closely with external clients and internal project teams during the defect management lifecycle
* Leading the test team across multiple projects and sites

**February 2015 – June 2015 Test Manager, Gatwick Airport, London**

* Test and Defect Management working across a number of varied airport projects and technologies
* Test and defect management of multiple testing streams and projects simultaneously
* Creation of training plans and mentoring business users in readiness for UAT testing
* Assisting with project management to ensure tight and challenging deadlines are met at different testing stages
* Compiling detailed test and defect metric and reporting
* Stakeholder management and process enhancement with senior management team
* Creation of test approaches, plans, scripts including regression packs for future airport projects
* Management reporting of test deliverables and defect resolutions
* Test Managed and tested key airport functionality and infrastructure upgrades (BizTalk upgrade from 2009 to 2013, SAFE functionality implementation, Command & Control implementation and Airport Notices migration)

**November 2014 - February 2015 Test Manager, The Piccadilly Group, London**

* Working directly with clients on site to produce agreed test deliverables for multiple projects
* Identifying the client’s, such as Harrods and Sainsbury's Bank, system specifications and estimating testing schedules
* Defect management and feedback reporting
* Implementing new strategies and defining test environment requirements
* Analysing requirements within organisations’ to give independent advice on test strategies
* Managing and liaising with onshore/offshore testing and development teams
* Planning, managing, executing and reporting on testing of Oracle PIM system
* Leading meetings and presentations for solutions and preparing progress reports for clients
* Managing issues and risks relating to deliverables
* Organising training packs for users and other consultants to continuously improve the group's internal processes and knowledge base
* Stakeholder management, building and maintaining relationships and identifying potential clients

**March 2013 – November 2014 Test & Release Manager, London Capital Group, London**

* Managing the following phases of testing; Functional, Integration, Data Migration, Cross Browser, Mobile, Web Services, Regression, Performance and UAT testing
* Delegating, monitoring progress and providing feedback to team members and departments
* Daily management of releases deployments, from internal and external stakeholders
* Devising test strategies and plans and reviewing test documentation
* Setting individual and team objectives, carrying out appraisals, training and assisting with personal development, managing resources and stakeholders
* Managing the progression of new/amended software through multiple environments from development, test, UAT through to production environments for financial trading
* Implementing and applying Lean throughout testing and financial trading lifecycle
* Responsible for quality assurance and sign off for internal and external development
* Collating and reporting project statistics alongside defect management
* Working in a fast paced Agile environment, managing multiple projects and working effectively and accurately to deadlines. Attended sprint planning sessions and daily scrums

**September 2012 – March 2013 Test Lead, FleetCor, Walsall**

* Creating, maintaining and executing test scripts and test summary reports for multiple phases
* Testing multiple releases for several clients to ensure delivery is customer focused through web, database, and batch process testing using Oracle and SQL
* Creating test plans for System Integration Testing and User Acceptance Testing and Supporting testing activities for customers both nationally and internationally
* Stakeholder management, communication and working closely with development teams and business stakeholders in a fast paced environment, adhering to the Agile methodology
* Creating, managing and analysing defects, observations, defect report and MIS reports
* Maintaining automated test suites, manual test repositories and regression packs
* Proactive, adaptable and target driven approach to all testing activities to meet project objectives and deadlines

**Education**

**2012 - ISTQB/BCS Certified Tester Foundation Level**

**2005 - 2009 BSc Transport Management, Aston University**

**2003 - 2005 New College, Telford**

A - Level: Media Studies (B), Business Studies (C), Law (C), and Information Technology (C)

**Tools and Software Applications**

XML SQL Server Dotmailer TFS

Microsoft Office HP Quality Center ClearCore HTML

WCF Storm Lagan SAP Fresh desk

BizTalk Selenium Fogbugz PEGA

TradePulse JIRA Microsoft Test Manager Filezilla

Drupal Safedock Microsoft Visual Studio IntelliJ

Salesforce SharePoint SmartTrade MetaTrader

Idaho TestRail Hypaship

**Other Interests**

* Full, clean UK driving license with own transport and am fluent in Punjabi and Hindi
* Enjoy cooking and experimenting with new foods and love to dance
* Have a passion for Event Management - Coordinating social events, local community and charity events and religious ceremonies

References available upon request