

# Matthew Cunliffe

## Head of IT / Technical Architect / Quality Assurance and Test Manager/ (Contract)

### Contact Details

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### Profile

I am a highly experienced professional with over twenty years' experience in technical systems delivery, and am able to work effectively in a number of different roles.

I hold the ISEB Foundation and Practitioner certificates in Software Testing; PRINCE2 Foundation, Practitioner and Agile Practitioner; and RESILIA Cyber Resilience Foundation and Practitioner certificates.

I have strong transferable skills that allow me to easily manage large projects, control multi-million pound budgets, and manage the ICT team. I am also able to work on design and architecture; business analysis; Disaster Recovery and failover; manual and automated testing; development of metric gathering tools, Dashboards and test harnesses; project planning; and Quality Assurance.

### Career History

#### HSBC, Sheffield

*September 2018 – April 2019 Build Quality Manager (Contract)*

*June 2018 – September 2018 Test Analyst (Contract)*

HSBC initiated a project to implement CyberArk, an access management tool, to ensure segregation of duty and limit direct user access to server endpoints through password obfuscation and automatic update, and control of permissions once on the server endpoints. The first phase implemented controls that allowed HSBC to adhere to SWIFT regulations.

#### Skills Area

- CI/CD Technical Architecture
- Jira and Confluence Training
- Quality Assurance Delivery
- Release Management
- SDLC Process Design
- Test Documentation
- Test Execution
- User Stories and Journeys

#### Key Skills

- Ansible
- Atlassian Jira / Confluence Administration
- CyberArk 9.10
- GitHub
- Microsoft Office 2013
- Microsoft SharePoint

#### AXELOS Global Best Practice, London

*October 2017 – March 2018 Technical Consultant (Contract)*

*July 2017 – September 2017 Head of IT (Permanent)*

*January 2016 – July 2017 Technical Architect and Test Manager (Permanent)*

*February 2014 – December 2015 Test Manager (Contract)*

AXELOS Global Best Practice was set up in 2013 to promote Best Practice communities based on their standards, such as Prince2 and ITIL. As it moves into a new phase of delivery, with the intention of improving the end user experience and building these Best Practice communities globally, my role has been many and varied.

I have managed the ICT team; ICT budgets; identified technical requirements and provided solutions; moved the development process incrementally to a DevOps methodology; controlled and managed the test process from end-to-end, and ensured the quality of testing from Unit through to UAT and Operational testing was maintained. Having decided to move back to the Midlands, I worked as a technical consultant for six months to ensure smooth operation and handover to a new team taking AXELOS forward.

I was committed to maintaining the high standards of quality expected for such a company, by implementing Quality Assurance processes into the SDLC as early as possible in the lifecycle, and ensuring that AXELOS' partners also adhered to the same quality standard.

#### Skills Area

- Agile Scrum/Kanban Methodologies
- Configuration and Change Management
- Defect Management
- DevOps
- Financial Budgetary Management
- Full Lifecycle Test Management
- ICT Team Management
- Project Initiation
- Quality Assurance Delivery
- Release Management
- SDLC Management
- Systems and Enterprise Technical Architecture
- Test Documentation
- Test Execution
- Test Team Management
- UML
- User Stories and Journeys

#### Key Skills

- Atlassian Jira / Confluence Administration
- Avolution ABACUS
- Exact LMS
- Git
- Kentico 8 / 9 / 10
- Learning Locker
- Microsoft Active Directory
- Microsoft Office 2010 / 2013 / 2016
- Microsoft SharePoint
- Microsoft SQL 2008 / 2014
- New Relic
- Octopus Deploy
- Paessler PRTG
- Salesforce
- Selenium Automation
- TeamCity
- Windows Server 2012 R2

#### Earlier Roles

May 2012 – Feb 2014	<i>Shiftpoint, Derby Test Analyst (Contract)</i>
April 2012	<i>Syntax Consultancy, Nottingham, Test Analyst (Contract)</i>
Feb 2012 – March 2012	<i>Continuing Professional Development including Agile Inspection Leadership training</i>
Jan 2011 – Feb 2012	<i>Experian: Mort Programme, BIQ Project, Nottingham, QA Manager, Quality Assurance Lead (Contract)</i>
Nov 2010 – Dec 2010	<i>Continuing Professional Development including PRINCE 2</i>
Dec 2008 – Oct 2010	<i>Capita: Learner Support Programme, Birmingham &amp; Coventry, Senior Test Analyst, Team Leader (Contract)</i>
Jun 2002 – Oct 2009	<i>Capita: Congestion Charging Scheme, Coventry, Senior Test Analyst (Contract)</i>
Mar 2002 - Apr 2002	<i>Renewable Energy Company, Stroud, Test Manager/Lead Test Analyst (Contract)</i>
Sep 2000 – Aug 2001	<i>Logica ESIS, Nottingham, Lead Test Analyst (Contract)</i>
Mar 2000 - Sep 2000	<i>Clerical Medical, Bristol, Test Manager/Test Analyst (Contract)</i>
Apr 1998 – Feb 2000	<i>Environment Agency, Bristol, Test Analyst (Contract)</i>

## Skills Summary

- **Management**
  - Configuration Management
  - Environment Management
  - Financial Budgetary Management
  - ICT Team Management
  - Performance Test Management
  - Programme Management
  - Project Initiation
  - Project Planning
  - Quality Assurance
  - Release Management
  - System Development Lifecycle Management
  - Test Team Management
- **Testing**
  - Automated Regression Testing
  - Functional Testing
  - Management Information Systems Testing
  - Non-functional testing
  - Performance, Volume and Stress Testing
  - Regression Testing
  - Transactional Testing
  - Security Testing
  - Systems Testing
  - Web Testing
- **Management Information Systems**
  - Cognos 7 & 8
  - Tableau
  - TimeXtender
- **Miscellaneous Software**
  - Avolution Abacus
  - IVR / NCTI
  - Microsoft Active Directory
  - Microsoft Message Queuing
  - Microsoft Office 2003 - 2016
  - Microsoft Project 2007, 2010
  - Microsoft System Center Configuration Manager
  - Microsoft Windows 7 Group Policy Objects
  - VMWare VSphere
- **Programming and Development**
  - .NET Framework
  - Ansible
  - C / C++ / C#
  - Clipper
  - Fortran
  - Git / GitHub
  - GWA Basic
  - HTML
- **Methodologies**
  - DevOps
  - DSDM Agile Methodology
  - Kanban Agile Methodology
  - PRINCE2
  - RESILIA
  - Scrum Agile Methodology
  - Service Orientated Architecture (SOA)
  - V-Model
  - Waterfall Model
  - W-Model (Herzlich)
- **General**
  - Business Analysis
  - Dashboard development and maintenance
  - Full Test Documentation development
  - Metrics Recording
  - Technical architecture
  - Test Harness development
- **Middleware**
  - Iona Corba
- **System Management**
  - BMC Patrol
  - CyberArk 9.10
  - Paessler PRTG
  - New Relic
- **Database Software**
  - DataEase 4.53 – 5.15i
  - IBM DB2
  - IBM Optim
  - IBM Websphere
  - Microsoft Access 2.0 – 8.0
  - Microsoft FoxPro for Windows & DOS
  - Microsoft SQL Server 2008 - 2014

- Java
  - JavaScript
  - Microsoft Visual Basic (.NET, for Applications)
  - Microsoft Windows Presentation Foundation
  - Octopus Deploy
  - PHP
  - PL/SQL
  - QBasic
  - SOAP
  - SQL
  - TeamCity
  - Unix Korn Shell programming
  - Web Services
  - XHTML
  - XML
- **Test Tool Software**
    - Atlassian Jira
    - Atlassian Confluence
    - Bugzilla
    - HP Quality Centre 9.2 & 11
    - HP QuickTest Pro 10
    - Mercury Test Director 6 & 8
    - Mercury Winrunner 6 & 7.5
    - PVCS Tracker
    - Rational Clearquest
    - Selenium
    - SOAPUI
    - TestLink
    - T.O.A.D.
- Oracle 6.x, 7.3.x, 8.0i, 9.0i, 10g, 11g
  - Oracle Developer 2000
  - Oracle Forms (Character & GUI)
  - Oracle SOA Suite 11g
- **Operating Systems**
    - DOS
    - IBM Mainframe
    - Linux (Red Hat, SUSE, Mandrake)
    - Novell Intranetware 3.12, 4.11 & 5.0
    - Unix AIX, Solaris, HP-UX, BSD
    - VMS 7.1
    - Windows 3.x, 9x, NT 4.0, 2000, 2003, 2008, XP, Vista, 7, 8, 10, 2012 R2

## Training

- Agile Inspection Leader – Trained (Gilb Evo Methods)
- Introduction to Mercury Winrunner and Advanced Mercury Winrunner
- ISEB Foundation Certificate in Software Testing
- ISEB Practitioner Certificate in Software Testing
- Mercury Test Director 6
- PRINCE2 Foundation Certificate
- PRINCE2 Practitioner Certificate
- PRINCE2 Agile Practitioner Certificate
- RESILIA Foundation Certificate
- RESILIA Practitioner Certificate

## Educational Qualifications

- 1996-1997 *MA in European Political and Economic Integration*  
University of Durham
- 1992-1995 *BA (Hons) in European Studies with French*  
University of Durham
- 1987-1992 *A Levels in French, German and History*  
King's School, Worcester