Louise Mill
Senior Test Analyst | Senior Software Tester
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Profile

A focused, methodical and reliable Software Tester who combines a **fluency in all testing activities** with expertise in test process improvement and the skill to choose the most desired test technique based on testing requirements. **Specialises in the functional testing of new systems implemented into existing platforms**, conversion of systems , mobile testing, web portal testing, .NET conversions **and integrating core systems with 3rd party applications.** Consistently demonstrates **insight and valid judgement** with the ability to **devise innovative solutions** to any arising issues.

- ➤ **Produces high quality tested software** to deadline overcoming all obstacles during the process
- ➤ Breaks down software workings and data analysis to ensure quality is maintained throughout
- ➤ Flexible Test Analyst with a **good eye for detail** and outstanding prioritisation capabilities

Currently seeking a Test Analyst position for challenging projects that will lead to deploying new systems / solutions with minimal issues.

Personal Attributes

- ➤ Thorough, adaptable and conscientious Software Tester keeping **quality of work to a high standard**
- ➤ Helpful, kind and energetic; always there to help others improve on their skills
- ➤ Patient and diligent Test Analyst with an **ethos of never giving up** until a solution is found

Skills Matrix

Software testing management | test development | software analysis | system test management | quality assurance | test strategies | requirements analysis | functional testing | mobile testing | useability testing | test case creation | test script creation | defect management | risk management | test report creation | data migration | staff training | people management | team building | team development | end user management | problem resolution | issue resolution | test team management | report creation | project management | project delivery | requirements analysis | integration testing | help desk support | client engagement | time management | SQL management | Oracle CC&B | Oracle MDM | Oracle Documaker | Microsoft CRM | system testing | system integration testing (SIT) | user acceptance testing (UAT) | JIRA | XRAY | Jenkins | Google Drive | SQL Squirrel | SAP-ISU | SAP-BW | DES | AMT | HPQC | RQM | Selenium | VSTS | Salesforce CRM | Docker | Braze | Segment | Sift | Stripe | Zendesk | Confluence | Visual Studio Code | Google Play Console | App Store Connect | TestFlight | App Centre | Figma | Zeplin

Career Detail

St Clements – Test Analyst (Contractor)   Jan 2023 – Present

Test Analyst responsible for:

Scripting and executing Functional Testing of the MPRS system for the MHHS Programme.

The testing work included:

- Reviewing Project Initiation Requests (PIRs) and Impact Assessments (IAs) documentation.
- Running a gap analysis of existing documentation and highlighting areas to be clarified or updated where necessary.
  Analysing Requirements / Product Specifications / MPRS work flow diagrams and liaising with business stakeholders to help develop a Test Architecture diagram to assist with the generation of Test Scenarios.
- Constructing Test Scenarios and organising the Test Data for executing the tests.
- Raising any issues detected during testing in TMS system and working with 3rd party software provider to help replicate and resolve the issues.
- Dealing with any issues that may arise in an efficient and professional manner.

Schneider Electric – Senior Test Engineer (Contractor)   Jul 2020 – Aug 2022

Senior Test Engineer responsible for:

Planning and executing the UAT of Digistat 3rd Generation devices.
Planning and executing the System Test of Digistat App for Android / iOS releases.
Planning and executing Component Testing of Insights+ web and app developments.
Planning and executing Component Testing of Connected Flush Mounted Thermostat firmware developments.
Planning and executing early Integration Testing of Wiser Energy developments.

The testing work included:

- Attending daily stand up meetings and discussing general testing issues with other team members.
- Developing Test Project Timelines to track progression of work and next steps to be met for each phase of testing.
- Running a gap analysis of existing documentation and highlighting areas to be clarified or updated where necessary.
  Analysing System Architecture / Requirements / Product Specifications / UI work flow diagrams and liaising with business stakeholders to help develop a set of easy to use journey maps to assist with the generation of Test Scenarios.
- Creating JIRA Kanban Boards per project deliverable and maintaining work tickets and ensuring work is completed in Priority order.
- Setting up JIRA Automations to assist in reducing the admin work to maintain Kanban Boards and monitor work progression.
- Constructing Test Scenarios within HIPTest (Cucumber Studio) and organising the Test Schedule for executing the tests.
- Assisting with migrating from Cucumber Studio to JIRA XRAY and setting up JIRA XRAY workflows for test progression.
- Constructing Test Plans / Test Sets / Test Cases and Test Executions in JIRA XRAY for executing tests.
- Creating a Test Traceability Matrix to show test coverage of key functionality points of the new firmware / software.
- Co-ordinating across teams to obtain the required devices / app builds to be ready for entry into testing.
- Liaising with 3rd Parties to co-ordinate Integration Testing across multiple teams / systems.
- Attending Defect Triage workshops to review and prioritise issues from testing with other stakeholders.
- Holding Test Scenario Approval workshops to review and refine the test coverage before entering into testing.
- Providing Test Exit Reports and generating Dashboards within JIRA to show real-time test progression and identify issues during test execution phases.
- Dealing with any issues that may arise in an efficient and professional manner.

Avastec Limited – Test Analyst / Team Lead (Contractor)   Jan 2019 – Jan 2020

Test Analyst responsible for:
Building a testing structure and analysing data in backend systems within a web based environment.
Creating and running end to end / integration / UAT testing of enhancements and bug fixes to an existing platform / mobile applications.

The testing work included:
- Running a gap analysis of existing documentation and highlighting areas to be clarified or updated where necessary.
- Monitoring and reviewing work tickets on a JIRA Kanban board and clarifying requirements before hand over to development team.
- Attending daily stand up meetings to inform on progress or blockers for testing.
- Creating test cases per ticket using existing functional documentation and designs and exploration of backend database tables and system architecture diagrams.
- Using Facebook Developer to create test user accounts for testing Facebook logins for website / mobile Apps.
- Using Stripe to test valid and invalid payment methods.
- Working with TestFlight to beta test new App builds on iOS devices.
- Working with Google Play to beta test new App builds on Android devices.
- Using VirtualBox to run a Local Environment and test against branches from GitLab.
- Using Jenkins to check deployment of recent merge requests to relevant QA environments.
- Working with Segment to setup Data flows between Applications used in QA environment.
- Working with GitLab to understand the settings / API Keys that need to be applied to various QA environments to ensure correct processing of events / data.
- Working with Braze to setup user groups for testing email notifications and applying different promotional prices.
- Working with Sift to detect user activity and identify fraudulent activity.
- Working with Zendesk to understand authorisation process of new user accounts and updates applied to backend systems upon actions taken within Zendesk Review Queue.
- Implementing a Root Cause Analysis (RCA) process for any Incident tickets raised during On Call Support hours.
- Providing release notes on successful deployment into Production environments.
- Assisting Customer Care Team with replicating / troubleshooting user reported issues and finding workarounds in the interim.

Other work has included creating a knowledgebase in Confluence to assist the team with how to:
- Setup VPN access and connect to DB servers to query databases for data.
- Setup and maintain local environment for testing with useful git commands.
- Gain access to Jenkins and check for deployments into relevant environments.
- Gain access to the Braze application and setup promotional offers / news feeds for testing.
- Gain access to Sift and Stripe applications and view data and transactions.
- Gain access to Zendesk Product Support application and viewing customer raised tickets.

Connect Group – Senior Test Analyst (Contractor)	**Oct 2018 – Dec 2018**
National Grid – Senior Test Analyst (Contractor)	**June 2018 – Aug 2018**
Connect Group – Test Analyst (Contractor)	**Jan 2018 – May 2018**
Xoserve – Senior Test Analyst (Contractor)	**July 2017 – Dec 2017**
Cooperative Energy - Test Analyst (Contractor)	**May 2017 – June 2017**
Xoserve - Test Analyst (Contractor)	**May 2016 – Apr 2017**
First Utility - Test Analyst (Contractor)	**Apr 2015 – April 2016**
Cooperative Energy - System Integration Test Analyst (Contractor)	**Jan 2015 - Feb 2015**
Midcounties Cooperative - Senior Software Tester / Test Manager	**Jan 2014 - Jan 2015**
Civica UK Ltd - QA Team Lead / Test Analyst / Support Team Lead	**Feb 2005 - Dec 2013**
Paragon Group Ltd - QA Analyst	**Oct 2004 - Feb 2005**
RAC Software Solutions Ltd - QA Analyst	**Apr 2001 - Sep 2004**

For more details on the above placements, please do visit my LinkedIn page:
https://www.linkedin.com/in/louise-mill-5ba81995/