

## Matthew Cunliffe

### Quality Assurance and Test Manager/ Senior Test Analyst (Contract)

#### Contact Details

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#### Profile

I am a highly experienced **SC Cleared** test professional with over sixteen years' experience in testing. I have a wide understanding of system and integration testing, as well as a fundamental knowledge of the entire Systems Development Lifecycle which I have put to good effect in all the projects in which I have been involved. I hold both the **ISEB Foundation** and **Practitioner** certificates in Software Testing as well as the **PRINCE2 Foundation** certificate. I am extremely versatile, and am able to work in a number of different roles, from Quality Assurance or Test Manager to Team Lead or Technical Test Analyst.

I have a strong working knowledge of multiple programming languages and SQL which I have utilised to produce numerous test harness, metric gathering and **dashboard** utilities. For most of my contract work I have developed the proprietary test reporting applications for use on each project. On two projects I integrated the reporting application with **HP Quality Centre** or Mercury Test Director to retrieve data directly, in order to present a holistic view of the projects to senior management.

I have a methodical view to the development of full lifecycle test documentation adhering to commonly utilised standards. I have worked in national and local government, energy and financial sectors.

#### Career History

##### AXELOS, London

*February 2014 – Current Test Manager (Contract)*

AXELOS was set up in 2013 to promote Best Practice communities based on their standards, such as Prince2 and ITIL. I am working with AXELOS to deliver Best Practice into organisations across the world, and to build an innovative and high quality, continuous learning and development web platform for our partners and the global community of practitioners. As it moves into a new phase of delivery, with the intention of improving the end user experience and building these Best Practice communities, my role is to control and manage the test process from end-to-end, ensuring the quality of testing from Unit through to UAT and Operational testing is maintained.

I am also committed 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 adhere to such quality standards.

##### Skills Area

- Defect Management
- Full Lifecycle Test Management
- Project Initiation
- Quality Assurance Delivery
- SDLC Management
- Test Documentation
- Test Execution

##### Key Skills

- Atlassian Jira / Confluence
- Kentico CMS
- Microsoft SharePoint
- Microsoft Office 2010
- Salesforce CRM

## **Shiftpoint: Rolls-Royce Migration, Derby**

*May 2012 – February 2014      Test Analyst (Contract)*

Shiftpoint were awarded the contract to deliver a global Windows 7 deployment to Rolls-Royce. Within that project, Shiftpoint were also tasked with migrating all existing Rolls-Royce systems and applications to Windows 7.

I was involved in managing the project life-cycle for specific systems, verifying the applications in the current estate and producing assessment reports, Test Plans and high level validation scripts. Once the applications had been packaged for deployment, I ensured that the packages were valid before overseeing the User Acceptance Testing of the deployment by Rolls-Royce personnel.

I was also involved in implementing and testing the application deployment through Microsoft SCCM and application control through Group Policy Objects.

As part of the process I carried out an application assessment to identify the most appropriate test tools to support the project, and implemented the test tools, which are now used across multiple projects within the company.

### **Skills Area**

- Defect Management
- SDLC Management
- Test Documentation
- Test Execution
- UAT Management
- Project Initiation

### **Key Skills**

- Bugzilla
- Microsoft Active Directory
- Microsoft Office 2010
- Microsoft System Center Configuration Manager
- Microsoft Windows 7 Group Policy Objects
- TestLink
- VMWare VSphere

## **Syntax Consultancy, Nottingham**

*April 2012      Test Analyst (Contract)*

I assisted Syntax in kick-starting a development project with a client, developing the Test Strategy, Plan and identifying the functional test requirements. I also provided a detailed handover to the test analysts who would be moving the project forward after the initial phase.

### **Skills Area**

- Full Test Documentation
- Project Initiation
- Project Planning
- Quality Assurance
- SDLC Management
- Team Management

## **Continuing Professional Development**

*February 2012 – April 2012      (including Agile Inspection Leadership training)*

## **Experian: Mort Programme, BIQ Project, Nottingham**

*January 2011 – February 2012      QA Manager, Quality Assurance Lead (Contract)*

Experian were carrying out a refresh of internal technology. I was responsible for helping to implement process improvements across the entire project, driving quality through early inspection of documentation, and introducing new processes and procedures during the development and test phases. This has also involved travel to visit the supplier site in Bengaluru, India in order to manage and audit the Systems Development Lifecycle. I also managed the Performance test phase for the entire programme as well as all test phases for one of the workstreams within the programme.

I developed the dashboard utility used across the System and User Acceptance test phases for the project, automating the retrieval of data from Test Director and presenting key metrics for use at programme level.

Recently I initiated the QA and test processes for the BIQ project, implementing key quality gates in order to ensure rigorous and timely validation of requirements prior to development and test.

#### **Skills Area**

- Quality Assurance
- Full Test Documentation
- Performance Test Management
- Project Planning
- Team Management
- SDLC Management
- Project Initiation

#### **Key Skills**

- IBM Optim
- Mercury Test Director 8
- Microsoft Office 2003
- Microsoft Project 2007

### **Continuing Professional Development**

*Nov 2010 – Dec 2010 (including PRINCE 2)*

#### **Capita: Learner Support Programme, Birmingham & Coventry**

*Dec 2008 – Oct 2010 Senior Test Analyst, Team Leader (Contract)*

Capita took over the running of the Learner Support Programme run by the Young People's Learning Agency to promote learning and training. I was involved from the start of the project, producing test strategies, test plans, cases and scenarios, and completion reports.

I also produced and maintained the test metrics application using VBA to integrate with HP Quality Centre, and worked on Proof of Concept for use of QuickTest Pro with the .NET WPF and Oracle SOA development approach originally used as part of this project.

I worked closely with the Test Manager in the management of the test process, planning and allocating work and identifying resource and technical requirements, and managed a small team to co-ordinate testing of a delivery stream.

I also assisted in the Business Analysis and Systems Analysis process as a subject matter expert, as well as with the Technical Design Architects in the design of the physical architecture.

#### **Capita: Congestion Charging Scheme, Coventry**

*Jun 2002 – Oct 2009 Senior Test Analyst (Contract)*

Capita ran the Congestion Charging Scheme on behalf of Transport for London from its inception to October 2009. My roles were wide and varied, and required me to produce full lifecycle documentation such as test strategies, plans, cases and scenarios, execution logs and completion reports.

My main tasks involved functional, sanity, regression, and integration (in the small and large) testing on .NET based web products together with UNIX based terminal applications and financial applications. I was involved in managing the test environments; resolving issues with .NET framework based applications; and wrote test harnesses in VB.NET (2.0) for use with the system. I also produced and maintained the test metrics application used to derive the daily reports on the test phases.

I tested non-functional areas such as system management, security, disaster recovery, volume and performance, and management information systems, as well as functional and business acceptance testing.

I played a part in the day-to-day management of the testing process for the Congestion Charging Scheme, producing and maintaining the metrics for a given phase, interviewing job candidates, and managing a large team of test analysts, together with substantial liaison with

the business, database analysts, programmers and operational support. I was also instrumental in developing the automation strategy and plans, and developed the initial sanity testware in Winrunner. Further, I was significantly involved in producing technical specifications for changes to existing software.

### **Renewable Energy Company, Stroud**

*Mar 2002 - Apr 2002 Test Manager/Lead Test Analyst (Contract)*

The Renewable Energy Company is a small electricity producer utilising wind farms. My role was to manage, produce and execute full system testware for a customer quotation system.

### **Logica ESIS, Nottingham**

*Sep 2000 – Aug 2001 Lead Test Analyst (Contract)*

Primary tasks involved system testing the integration of interfaces between NT and VMS, AIX and Solaris using Oracle, Java and Iona Corba middleware to Oracle databases. I was also responsible for overseeing and developing the testing requirements for performance and volume testing of the e-evaluate application. I was involved in developing viable test data for system test validation.

I was involved in liaison with third party suppliers when required to ensure optimal performance of the third party product.

### **Clerical Medical, Bristol**

*Mar 2000 - Sep 2000 Test Manager/Test Analyst (Contract)*

My primary tasks involved the management of the test and application build team and Development of test stratagem and documentation. I was also responsible for managing product issues and product control. I also developed and maintained the project tracking database. I was responsible for managing product issues and product control.

### **Environment Agency, Bristol**

*Apr 1998 – Feb 2000 Test Analyst (Contract)*

I was involved on the Environment Agency Year 2000 Programme, performing system, integration and acceptance testing using manual and automated testing products. I also performed a QA role validating third party suppliers' testware and products. I assisted in the development of a regional self-certification procedure and developed and maintained an application tracking database.

## **Skills Summary**

- **Management**
  - Environment Management
  - Performance Test Management
  - Project Initiation
  - Project Planning
  - Quality Assurance
  - System Development Lifecycle Management
  - Test Team Management
- **Methodologies**
  - DSDM Agile Methodology
  - Scrum Agile Methodology
  - Service Orientated Architecture (SOA)
  - V-Model
  - Waterfall Model
  - W-Model (Herzlich)
- **Testing**
  - Automated Regression Testing
  - Functional Testing
  - Management Information Systems Testing
  - Non-functional testing
  - Performance, Volume and Stress Testing
  - Regression Testing
  - Transactional Testing
- **General**
  - Dashboard development and maintenance
  - Full Test Documentation development
  - Metrics Recording
  - Test Harness development

- Security Testing
- Systems Testing
- User Acceptance Testing
- Web Testing
- **Management Information Systems**
  - Cognos 7 & 8
- **Miscellaneous Software**
  - IVR / NCTI
  - Kentico CMS
  - Microsoft Active Directory
  - Microsoft Message Queuing
  - Microsoft Office 2003, 2007, 2010
  - Microsoft Project 2007, 2010
  - Microsoft System Center Configuration Manager
  - Microsoft Windows 7 Group Policy Objects
  - Salesforce CRM
  - VMWare VSphere
- **Programming Languages**
  - .NET Framework
  - C / C++
  - Clipper
  - Fortran
  - GWA Basic
  - HTML
  - Java
  - JavaScript
  - Microsoft Visual Basic
  - Microsoft Visual Basic .NET
  - Microsoft Visual Basic for Applications
  - Microsoft Windows Presentation Foundation
  - PHP
  - PL/SQL
  - QBasic
  - SOAP
  - SQL
  - Unix Korn Shell programming
  - Web Services
  - XHTML
  - XML
- **Test Tool Software**
  - Atlassian Jira and 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
  - SOAPUI
  - TestLink
- **Middleware**
  - Iona Corba
- **System Management**
  - BMC Patrol
- **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 8.0.12
  - 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

- T.O.A.D.

## **Training**

- Agile Inspection Leader – Trained (Gilb Evo Methods)
- PRINCE 2 Foundation Certificate (certificate number: 02527980-01-7Q1B)
- ISEB Practitioner Certificate in Software Testing (certificate number: 11841)
- ISEB Foundation Certificate in Software Testing (certificate number: 6407)
- Mercury Test Director 6
- Introduction to Mercury WinRunner and Advanced Mercury WinRunner

## **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*