George **Oliver**

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**Summary**

A driven and effective communicator with experience in the software industry, I have a strong foundation in manual testing, establishing essential processes and continuously expanding my skillset. This includes proficiency in WordPress (Breakdance framework), WooCommerce, Selenium, and test management tools. I am currently a System Test Engineer and actively build websites using Breakdance as a hobby. I am committed to ongoing learning and development to further my career.

**Qualifications**

* ISTQB Software Testing foundation certification
* uCertify: Software Development Fundamentals (MTA)
* uCertify: Python Fundamentals
* uCertify: Programming with HTML, Javascript and CSS3

**Skills**

* **QA & Testing**
	+ Test monitoring, planning & executing
	+ System testing, static & dynamic, End-to-end testing. Exploratory testing, UAT, Maintenance testing, Integration testing, Regression
	+ Test management tools
	+ Customer support
	+ Test case design and writing test scenarios with Testrail & x-ray
	+ Bug tracking and reporting with Jira
	+ Testing 3rd party integrations
	+ Feature files in Gherkin
	+ Test environment set up
	+ Test suite maintenance
* **Automation**
	+ Beginner in Selenium with Python
	+ Ongoing learning of automation
	+ Beginner with PyTest
	+ Beginner with Robot Framework
* **Web Development**
	+ WordPress (Breakdance Framework)
	+ SendGrid, Cloudflare, DNS records, Domains
	+ HTML, CSS
	+ Using Custom-Built CRM Systems
	+ Dynamic fields (ACF)
	+ Website Design
	+ WooCommerce
	+ Figma for Prototyping and Design
* **Project Management**
	+ Assisting with Project Management and Clients
	+ Support desk management
	+ Client Meetings to Identify and Resolve Issues
	+ Solving Problems with Initiative Thinking
	+ Emails and organisation

**Employment History**

**December 2024 – Present**

**System Test Engineer**

**Easy Park & Flowbird Group**

* Co-ordinating test scenario creation and execution
* Planning and managing testing across the SDLC, including scheduling activities and timelines
* Defining test approaches and write test plans for releases
* Identify, analyse, and report project/test risks, including RAID management
* Oversee defect management, run triage meetings, and ensure resolution
* Static testing of project documents and requirements
* Deploy systems for testing and maintain test environments/equipment
* Provide test input on scope, estimates and project schedules
* Report test activity and progress to the Test Manager and stakeholders.
* Provide feedback to development and delivery teams to enhance quality and efficiency.
* Collaborate with Development, Program Management, and Design teams to improve testing processes.
* Manage stakeholders, ensuring accurate information supports decision-making.
* Embed best practices and quality improvements within the Test Team.
* Maintain and manage both generic and bespoke test documentation.
* Foster a service-minded and customer-centric approach.
* Maintenance of Test suites, regression.

Rapidly progressing in my software career, I am now a qualified system test engineer with many skills needed to effectively test in the SDLC.

**March 2022 – December 2024**

**QA Software Tester / Software Project Assistant / Project Management / Culture Committee**

**Bespoke 4 Business (Software)**

* **Testing**
	+ Write and execute risk assessments, pre-live, and post-live checklists
	+ End-to-end manual testing of apps, websites, and CRMs
	+ Implement and improve testing processes
	+ Conduct regression, functional, and non-functional testing
	+ Detect, raise, and communicate defects to developers
	+ User acceptance testing (UAT) with clients
	+ Testing development releases and managing software releases on Jira
	+ Independent testing, system testing, integration testing.
	+ Agile and V-Model
* **Project Management**
	+ Determine business requirements and collaborate with analysts, PMs, and developers
	+ Manage support tickets and maintain customer response efficiency
	+ Oversee support desk clients and hours
	+ Daily stand-ups and involvement in team meetings throughout the SDLC
	+ Help manage project workloads and assist with administrative tasks using Jira and Confluence
	+ Delivering updates and Quotes to clients
* **Other duties include:**
	+ Conduct CRM training for clients
	+ WordPress
	+ Building websites for clients, WooCommerce & breakdance framework
	+ Build pages for software teams on the main business website and side projects
	+ Use Figma to create CRM prototypes for clients
	+ Scrape website content using Selenium Python
	+ Lead the culture committee, organizing in-house events

Quickly grasped software development processes, contributing to project management, QA testing, client support, and WordPress development. Led culture committee, enhancing team morale.

**May 2021 – March 2022**

**Food Delivery Driver**

**Uber Eats**

* Self-employed
* Self-motivated

**January 2019 – May 2021**

**Complaint Handler Assistant Team Leader / Customer Relations Team / Underwriter**

**Amigo Loans**

* Broad knowledge of complaints and business processes and procedures
* Adapting customer service (showing empathy and understanding of customers situation)
* Working efficiently within a Team
* Training new employees for the role
* Team leadership skills
* Great Navigation around the systems at an effective pace
* Managing my own cases/applications

**August 2016 – January 2019**

**Customer Service / Bartender**

**Greene King**

* Adaptability under pressure in a fast-paced environment
* Building rapport with diversity of customers and employees

**August 2014 – July 2016**

**Customer Service Party Host / Unqualified Lifeguard**

**Lemur Landings/Splashdown**

* Responsible for hosting parties
* Ensuring health and safety for all customers

**July 2012 – August 2013**

**Customer Showroom Advisor**

**Homebase**

* Great attitude when helping customers with their dream kitchen, bathroom, bedroom.
* Friendly, approachable customer service

**March 2011 – August 2013**

**Customer Service Representative / Assistant Manager**

**Blockbuster Entertainment**

* Key holder, opening and closing stores.
* Leadership qualities

**Education**

**September 2014 – July 2018**

**BSC (Hons) Forensic Investigation, Bournemouth University**

* 3rd bachelor’s degree

**September 2013 – July 2014**

**BSC (Hons) Forensic Computing, Portsmouth University**

**September 2011 – July 2013**

**BTEC (Level 3) Forensic Science, Bournemouth, and Poole College**

**September 2010 – July 2011**

**BTEC (Level 2) Applied Science, Bournemouth, and Poole College**

**September 2009 – July 2010
BTEC (Level 2) Sports Science and Fitness, Bournemouth, and Poole College**