

Simon Foley FdSc, AMBCS

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Personable and articulate, I have considerable experience working across several IT disciplines; QA / Testing, IT Desktop Support (including Active Directory and Office 365 admin), Documentation, Training and Business Analysis roles are all amongst my experience. I am committed to quality, enjoy client contact and utilising my interpersonal and broad IT skills. Keen & enthusiastic about quality and technology, I am looking to build on all of this in order to further my career.

Personal & Professional Achievements

- *Proven client-facing & teamwork ability, able to manage expectations and respond to changing requests*
- *Led project to test and rollout 50+ PCs to staff including installation of software & hardware configuration and subsequent training*
- *Took on responsibility for front-end web changes to client-facing software following company rebrand*
- *Often responsible for mentoring colleagues and trusted with writing procedural material and guides / manuals*
- *Successful return to degree level education, simultaneously managing academic, family and professional workloads*
- *Qualifying as a coach at my rugby club, where I have also played and previously served on the committee*

Key Skills

- Mobile / Website / Software manual testing (bug tracking & version control software, test script creation etc), with an emphasis on cross browser multi-device / mobile compatibility. Manual experience with awareness of automation
- Hardware & software support (PC & Mac) – including Active Directory and Office 365 maintenance, repair, installation, plus desktop / infrastructure support & training
- Business Analysis techniques (requirements gathering, process modelling etc.) & familiarity with various development methodologies such as AGILE and waterfall
- Gregarious individual, able to establish and maintain relationships with clients and colleagues quickly
- Wordpress setup & content edit / management, plus Database creation & maintenance (SQL, Access)
- Some front Web Design skills & programming knowledge

Career Synopsis

My career can be broken down into two distinct halves; Initially, following school and university, I worked predominantly in Financial Services admin / client facing roles. Following a short career break and a return to education for a Computing Foundation Degree, I moved into IT where I have been working full time ever since.

Amber Road Travel Ltd (Bristol): Test, Systems & Support Analyst (January 2017 – present)

Employed as QA / Testing resource for developments with in-house / 3rd party software applications used across the business, my role has expanded greatly to include IT 2nd / 3rd line support in firm's Bristol office, Front End web maintenance, and project / business analysis support:

- Creation & execution of test plans (using Microsoft TFS) for ongoing development work and regression testing of existing systems
- Liaison with staff across the business regarding the reporting, investigation, testing and resolution of software & hardware faults and bugs
- IT / tech support in Bristol office (working with IT helpdesk based in Manchester office to assist with local matters)
- Assistance to IT Delivery Manager in a business analyst / project support type role

The Filter (Bath): Software Tester (October – December 2016)

Working briefly for The Filter (an e-commerce optimisation tool servicing clients such as BT Vision & Liberty of London), testing backend software & deploying changes to servers.

Temp-to-perm role; Left following acquisition of permanent role elsewhere.

Invitation Digital (Bristol): Software Tester (July 2014 – September 2016)

Working in an Agile development environment within project-focussed teams as QA / Testing resource, testing apps and websites across a broad range of platforms.

- Responsible for cross-browser multi device & mobile testing on websites & digital products (emails, apps etc.)
- Creation and maintenance of test cases / suites and regression tests using tools like TFS, Target Process & Testrail
- Sole QA resource on an innovative b2b & consumer e-Gift platform (Giftcloud), and successful project to create Vodafone customer loyalty app / website for Italy (conception – delivery in 3 months)
- Regularly deputised for Test manager in his absence

Perm Role: Left due to prospect of redundancies being made and lack of progression opportunity

Proctor + Stevenson (Bristol): Web QA Tester (June 2013 – May 2014)

Working in a digital agency as sole QA resource within a team of digital designers, web developers and project managers. Integral to each project's progress from conception to delivery, reporting to project manager / head of digital production.

- Testing web design/digital products, developing test scripts for each project & tracking bugs / defects
- Responsible for usability testing and leading the delivery of that service to clients on-site

Perm role: Made redundant following loss of business.

Hargreaves Lansdown (Bristol): Business Analyst (Oct 2012 – May 2013) Software Test Analyst (Oct 2011 – Oct 2012):

Business Analyst Role: Cross-business response to queries and change requests, working in a team responsible for driving the process of business development and change.

- Meeting with internal clients for requirements gathering, managing stakeholder expectations, ascertaining needs
- Modelling theoretical new systems / processes
- Liaising with business area and development team, testing / co-ordinating UAT testing of new developments prior to live release

Software Test Analyst Role: End to end testing of business-wide software functionality, taking ownership of the entire test process, liaising with developers as required and develop test plans relevant to project concerned, all whilst working accurately within required deadlines.

- Testing of in-house developments & system changes / enhancements
- Track errors and version control using software tools (Mantis, Top Desk, Progress)
- Regression testing on live code following release.
- Attention to detail, interpersonal skills and diplomacy when pursuing query resolution

Perm role: Made redundant from BA role following internal re-organisation and no opportunity to return to previous Testing role.

PC Magic (Yatton, N Somerset): Voluntary Technician (November 2009 – September 2011)

Part time voluntary work in a local computer repair shop during my IT degree. Troubleshooting problems with customer PCs / Laptops, fault identification, virus & spyware removal, repairs / upgrades, cabling & software installation, and advising customers

PC Magic continue to refer all Apple Mac & Web Design matters directly to me.

www.foleyweb.org (Yatton, N Somerset): Hardware / Tech Support & Web Design (On-going since 2005)

Web design, test & I.T. maintenance services to a diverse range of local clients and small businesses, all of which required different approaches to their needs. Managing client concepts / ideas from inception to "live", understanding client requirements, and responding accordingly, in matters of both web design and custom hardware builds.

Career Break (2005 – 2009)

Shortly after moving back from London & the SE, I took a career break to assist with the child-caring role for our young family, whilst my wife undertook a retraining opportunity. During this period, I frequently assisted my Father's business (advertising agency) in various capacities and operated an occasional I.T. services business from home (www.foleyweb.org - see above)

Misc Roles in Financial Services (1996 – 2005):

Aug 2004 – Sep 2005: Computershare Investor Services PLC (Share Plan Sales Auditor)

Checking stock trades prior to dealing, query investigation / resolution, response to customer queries and statistical feedback to management. Instrumental in implementing revamped reconciliation process

Feb – June 2004: HSBC Asset Management (Stock / Cash Reconciliations - temp)

Reconciliation of client stock portfolios and cash accounts

Jan 2001 – Feb 2004: Deutsche Asset Management (Stock Reconciliation / Life & Pensions Administration)

Stock reconciliation, query resolution and client reporting. Investment transactions for client portfolios utilising payment & trading systems. Mentored new employees.

June 1998 – Jan 2001: Newton Investment Management (Stock Reconciliation & Client Reporting)

Jan 1996 – May 1998: Royal Bank of Scotland (Stock Reconciliation & Shareholder Correspondence)

Early Career Experience:

1993 – 1995: Avon County Council Education Department: IT Helpdesk, cabling & IT infrastructure support

1992 - 1993: Benefits Agency (DSS) - Bristol: Admin Assistant (Processing Benefit claims)

Education & Training

BCS (British Computer Society) Certificate in Business Analysis Practice (Oct 2012)

FdSc Computing, Bath University (Weston College) (2009 – 2011)

Web Design, Multimedia, Introductory Programming, Systems Analysis & Databases, Development Methodologies, Business Information Systems, Hardware, Project Management. Elected student body representative for my course year group during 2009/10 academic year

Securities Institute Investment Administration Qualifications (IAQ) (2001 – 2004)

Introduction to Securities & Investments, and FSA Regulatory Environment modules

BA (Hons) Humanities, North London Polytechnic (1989 – 1991)

Classical Civilisation & Ancient History (Completed only 2 years of 3 year course due to personal / financial difficulties)

O Levels (1987) & A Levels (1989), QEH School, Clifton, Bristol

3 A Levels: History (B), Economics (C), English (E) / **9 O Levels:** (including English & Maths) 5x B grades, 4x C grades

Personal Information

Married with four children (three girls and a boy), I live in the North Somerset village of Yatton where I am heavily invested in taking an active part in many local community activities.

Previously the host / co-host of two successful **podcasts** (which accumulated 60+ episodes and several thousand downloads between them), I retain a very keen interest in podcasting and internet radio. In fact, a lot of my personal interests in computing mirror career activities (web design, IT upgrades and repair, multimedia & creative computing).

At **Yatton Rugby Club**, I have previously served as Chairman of the Junior section and on the club's committee. I have recently stepped down from this, although I remain the fixture secretary for my son's team (U15s) and the club's webmaster. I only recently stepped down from playing myself, and acting as manager for the 2nd XV and the club's Veterans side. The community / team spirit of the club and the marvellous family atmosphere is very important to me, and I am proud to contribute to it.

I recently rekindled my interest in **Amateur Dramatics** by joining a local pantomime group. I have had a principle role in the last several productions (held in Yatton's village hall each January).

In the past, my wife and I have regularly assisted with **the local cub pack**, where friends of ours were the leaders. My interests also include spending time with family and friends, and **miniatures wargaming** (I find painting small scale model soldiers very therapeutic and relaxing!)

References

Mr Steve Clemente, IT Delivery Manager, CTI, 4th Floor CityPoint, Temple Gate, Bristol, BS1 6PL (07525 593326 / steve.clemente@cti.co.uk)

Mr David Wise, PC Magic, 15 Yatton High Street, Yatton, North Somerset, BS49 4JD (01934 877600)