

# Simon Foley BA (Hons), FdSc

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## Profile

Personable and articulate, I am an IT professional with experience mainly in Manual Software Testing, alongside IT Support & Infrastructure, Documentation / Training & Business Analysis. Comfortable in a variety of environments, including both AGILE and Waterfall development, and across Windows & Mac platforms. I enjoy client contact and utilising my broad interpersonal and cross-functional IT skillset to assist & benefit clients and colleagues alike.

## Personal & Professional Achievements

- *Improved company-wide efficiency by leading rollout of new hardware / software (and subsequent training & support) for an international business travel firm.*
- *Instrumental (as sole QA resource) in successfully creating a Vodafone customer loyalty app / website for Italy (conception – delivery in 3 months)*
- *Sole Infrastructure resource for a software development company supporting a mix of internal & external clients*
- *Improved client relations via creation of user guide for new client-facing business travel software, following on-site implementations*

## Key Skills

- **Manual Software / Mobile App Testing:** Emphasising cross browser multi-device compatibility; Acting as a "Quality Gatekeeper", working closely with key stakeholders. Creation of test scripts, end-to-end and regression testing etc; Familiar with use of many common software tools like JIRA, Azure DevOps etc
- **Documentation:** Experienced with the creation of user guides and training materials
- **Company-wide IT support:** Desktop support & troubleshooting in person and remotely; Server maintenance / admin (physical and virtualisation); Office365 admin, Active Directory / Group Policy Support. Using JIRA & TeamViewer for service desk ticket management and remote support, hardware installation, repair & upgrade
- **Business Analysis & Project Support:** Requirements gathering, process modelling etc whilst responding to queries and managing expectations; Following up process / business change with support & training.

## Recent Career History

### *Short-term contracting IT roles (September 2019 – present):*

#### ***The Virtual Forge Ltd: Software QA (Remote Role) October 2022 – March 2023***

Manual testing of web-based software for large international automotive industry clients. Testing all functionality, creating test plans, in an AGILE environment.

#### ***Gamebench: Software Test Analyst (June 2022 – October 2022)***

Improved testing processes (for bespoke mobile / desktop software tools that measure and record gaming performance metrics) via introduction of new test scripts; Starting ongoing curation of new features into regression scripts and associated documentation.

#### ***WARP Technologies (Remote Role): Software Test Analyst (July 2021 – April 2022)***

Testing Microsoft Dynamics 365 Apps; Analysing acceptance criteria & writing / executing manual test scripts.

#### ***Helastel, Bristol: Infrastructure & Compliance Technician (Jan 2021 – June 2021)***

IT infrastructure admin, process documentation, hardware maintenance, user & client support, and compliance.

#### ***Civica Digital, Bath (Remote Role): Software Test Analyst (April 2020 – September 2020)***

Write, review & action manual tests for UI, Database / SQL & APIs. Pursue bug resolution & regression testing.

#### ***Ecotricity Ltd, Bristol: Senior QA Engineer (September 2019 – April 2020)***

Testing of iOS & Android mobile apps, bug tracking / resolution & regression test suite curation.

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## ***Amber Road Travel Ltd, Bristol: IT Systems Analyst (December 2016 – September 2019)***

Positively impacted pre-implementation planning of business process change, leading / guiding subsequent UAT testing following changes, alongside IT Delivery Manager.

Lead testing (regression and for ongoing developments) as sole QA resource with new & existing systems, streamlining / refining existing processes.

Responsible for providing IT support for the firm's Bristol office, company-wide server maintenance, and for Health & Safety / Display Screen Equipment assessment.

## ***Invitation Digital (Bristol): Software Tester (July 2014 – November 2016)***

Working in an Agile development environment as QA / Testing resource, testing apps and websites across a range of platforms, including an innovative b2b & consumer e-gift platform. Regularly deputised for Test manager in his absence.

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

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

Sole QA resource within a digital agency's design team. Integral to project progress from conception to delivery. Testing web design/digital products, plus usability testing and leading the delivery of that service to clients.

## ***Hargreaves Lansdown (Bristol): Software Test Analyst & Business Analyst (October 2011 – May 2013)***

Initially in a **Software Test Analyst Role**, responsible for end-to-end testing of software functionality taking ownership of the entire test process. Liaising with developers, developing test plans & pursuing bug resolution relevant to project concerned, all whilst working accurately within required deadlines.

I moved to a **Business Analyst Role** in October 2012. Responding to queries and change requests for an in-house system, working in a team driving the process development and change. Requirements gathering from internal clients, managing stakeholder expectations, liaising with business areas and development team, testing / co-ordinating UAT testing of new developments prior to live release.

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

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

## **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.

## **Earlier career experience (1992 – 2005):**

My earlier career centred around **financial services** admin roles, initially in Bristol and then in the City of London, where I predominantly worked for Investment Management companies or Custodian banks in reconciliation and client reporting roles (including Deutsche Bank, Newton Investment Management and Royal Bank of Scotland). More details available on request.

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## Profession qualifications & Training

October 2018: Certificates in *Health & Safety Management* and *Display Screen Equipment Assessment*

October 2012: Certificate in *Business Analysis Practice* from the British Computer Society

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

## University and School Education

***Bath University (Weston College): FdSc Computing (2009 – 2011)***

*Web Design, Multimedia, Introductory Programming, Systems Analysis & Databases, Development Methodologies, Business Information Systems, Hardware, Project Management.*

***North London University: BA (Hons) Humanities (1989 – 1992)***

*Classical Civilisation & Medieval History (2:2)*

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

**3 A Levels** (History, Economics & English)

**9 O Levels** (including English & Maths)

## Personal Information

Married with four children, I live in the North Somerset village of Yatton, just outside of Bristol.

My interests also include rugby, painting small scale historical models, amateur photography (local sport and wildlife / countryside), and spending time with family and friends. I have also previously been the co-host of successful podcasts.

At **Yatton RFC**, I have contributed in multiple capacities over the years. Now retired from playing / managing / coaching / fixtures, I retain a keen interest in the club's progress.