

SIMON FOLEY

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PROFILE

Personable and articulate, I am an experienced Manual Software Tester, Business Analysis & IT Support professional, with several years of experience in those and related fields.

Comfortable in a variety of environments, including both AGILE and Waterfall development, I enjoy client contact and utilising my broad interpersonal and cross-functional IT skillset to assist & benefit clients.

PERSONAL & PROFESSIONAL ACHIEVEMENTS

- *Overseeing company-wide rollout of new hardware and software for an international business travel firm, leading subsequent training & support*
- *Led testing on project to replace outdated MI reporting solution with SSRS-based reporting suite*
- *Founder / main host for three popular podcasts (50+ episodes and over 35,000 downloads)*
- *Sole QA resource on a successful project to create Vodafone customer loyalty app & website for Italy (conception – delivery in 3 months)*
- *Creation of user guide for clients following implementation of new client-facing business travel software*
- *Successful return to degree-level education, whilst managing family, personal*

KEY SKILLS

- **Manual Software Testing** (including mobile apps): 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; Use of testing & bug tracking tools like JIRA, Microsoft TFS / Azure DevOps.
- **Business Analysis & Project Support:** Requirements gathering, process modelling etc whilst responding to queries and managing expectations; Following up process / business change with support & training
- **Company-wide IT support:** Desktop support & troubleshooting in person and remotely for hardware and software issues; Office365 admin, Active Directory Support. Using JIRA, ManagedEngine & TeamViewer for service desk ticket management and remote support, hardware installation, repair & upgrade
- **Database knowledge:** MS SQL server, MySQL

RECENT CAREER HISTORY

Civica Digital, Bath: Software Test Analyst (April 2020 – September 2020)

Part of an AGILE software project team. Using Azure DevOps writing / reviewing / actioning test scripts and pursuing subsequent bug resolution, testing includes Front End / UI testing, Database testing / use with MS SQL Server, and Testing APIs / Database integration via Swagger. End-to-end regression testing prior to release for client UAT tests.

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

Testing of mobile apps (iOS and Android) & software within an AGILE team, using JIRA for bug tracking / resolution & regression test suite curation. Testing front end / UI of apps, App APIs and back end integration via Charles Proxy / Postman & performing end-to-end regression testing of app prior to live release.

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

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

Sole QA resource for development testing and ongoing regression with new & existing systems, streamlining / refining existing testing (using Microsoft TFS).

I also provided IT support for the firm's Bristol office, assisted with company-wide server maintenance, and was responsible for Health & Safety / Display Screen Equipment assessment.

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, including an innovative b-2b & 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)

Working in a digital agency as sole QA resource within a digital design team. Integral to each project's progress from conception to delivery. Reporting to project manager / head of digital production, testing web design/digital products, plus usability testing and leading the delivery of that service to clients.

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 for an in-house system, 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, and 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.

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

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

Part -time / occasional web design & I.T. services for a diverse range of local clients / small businesses, all requiring different approaches to their needs. Managing client concepts / ideas from inception to "live", understanding client requirements, and responding accordingly,

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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.

MISC ROLES FINANCIAL SERVICES (1996 - 2005):

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

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

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

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)

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 & SCHOOL EDUCATION

FdSc Applied Computing, Bath University (Weston College) (2009 - 2011)

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

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, Economics & English) / **9 O Levels** (including English & Maths)

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PERSONAL INFORMATION

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

I have been the co-host of successful **podcasts**, retaining an interest in podcasting and internet radio.

I am a **keen amateur photographer**, especially with regards to the countryside near my home and my children playing sport – my son at Yatton RFC, and my daughter for St Mary's Old Boys RFC Ladies 1st XV

At **Yatton RFC**, I have contributed in multiple capacities over the years. Now retired from playing, I was co-coach of my son's team for 7 years, and I remain their fixtures secretary as they become "colts" and prepare for senior rugby. I have previously (2014 – 16) been Chairman of the Junior section, player-manager for the 2nd XV, manager for the girls U15 team, and was on the club's committee for two and a half years. I continue to act as club webmaster.

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

Available on request.