

GUY MARDELL



[linkedin.com/in/guymardell](https://www.linkedin.com/in/guymardell)



www.guymardell.com

SKILLS AND HIGHLIGHTS:

- Strong sense of initiative.
- Scrupulous attention to detail.
- Clear written and verbal communication style.
- 5+ years leadership and teaching experience.
- Friendly, helpful, and collaborative personality.
- Fast and self-motivated learner.

REFERENCES:

References are available on request.

I am a Quality Specialist with strong skills in test planning and test execution.

I was born in Wales, UK and moved to New Zealand in 2008, where I completed my university degree. After this I moved to Sydney where I have since been working as a QA Engineer at Qantas Loyalty.

My life has always revolved around computers. So after leaving University, I focused my efforts into this space. As someone with a meticulous personality, I was recommended for a QA internship role. After a few months in this role, I was offered a permanent position with the company. Since then I have thrown myself in at the deep end, quickly learning as much as possible about QA practices and developing my knowledge of enterprise IT. Using what I have learned and with support from those around me, I was able to reach a Senior QA position in a short amount of time.

Creating quality is my passion. I always set high standards for myself and the projects I work on. To achieve these standards, I tailor testing strategies for each project. For this reason, I believe that an *effective* tester is a *resourceful* tester. In my role, I always strive to emulate the end user of the product, to help create something that meets specification but is also easy, intuitive, and enjoyable to use.

I place large value on self-improvement and learning, taking it upon myself to broaden my skills and knowledge. Examples of this include self-learning of different industry products, testing and automation tools, and learning JavaScript in my spare time.

I would describe myself as curious and motivated and someone who is always willing to speak up. I take a personal interest in the projects I work on and take initiative to ensure that all aspects meet the required standard, from planning through to deployment. I also enjoy taking time to socialise and work with different, interesting people, helping them with their problems and learning everything they can teach me.

Thank you!

RECORD OF EMPLOYMENT:

Qantas Loyalty

QA Engineer

May 2018 – Present



"Qantas Loyalty is an innovative data led business that drives customer and partner loyalty through Qantas's Frequent Flyer and Qantas Business Rewards programs"

I am currently in the Qantas Money team, working on their suite of financial products, including the Qantas Travel Money Card and Qantas Premier credit cards. In this team I have enjoyed working with more modern tools and practices including cloud architecture (AWS), automation tools like TestCafe, CI/CD (Jenkins) and quality assistance.

Key Responsibilities:

- Browser-based manual and automated testing (JavaScript/TestCafe/Percy.io).
- Mobile testing (Android/iOS).
- Creation of multiple test scopes - Used for manual testing and to drive automation development.
- Working autonomously without dependence on a manager.
- Communicating with external partners and stakeholders.
- Actively contributing to a culture of collaboration including product showcases and brownbag learning sessions.
- Personal research into testing tools and strategies.
- Producing high quality and informative documentation.

Tools Used: TestCafe (JavaScript/TypeScript), Percy.io, Git, Jenkins, Postman, AWS, Splunk, Charles Proxy, Adobe Analytics, JIRA, Zephyr, Confluence, Slack.

Winscribe Ltd Nuance Communications

Senior QA Analyst

Aug 2016 – May 2018



"Winscribe produces document management software for companies in the medical, legal, and public domains. An integral part of the Winscribe solution is its integrated speech recognition."

During my time at Winscribe I was quickly able to increase my responsibilities within the QA team. After nine months I was promoted to the team's senior QA. In this position I was able to drive larger initiatives such as moving the team from an adhoc, exploratory style of testing towards one that was more structured, reportable and process driven, while following best practices for Quality Assurance.

Key Responsibilities:

- Consultation for test planning, including general test strategy and defining test scopes.
- Test case management, administration of both the test suites and the test case format including reviews and feedback for other QA members.
- Creating and maintaining physical/virtual test environments.
- End to end certification of new software with Winscribe applications, Windows OS, SQL, Dragon Dictate etc.
- Manual testing of desktop, browser, and mobile (Android/iOS) based applications and creation of associated test suites.
- Defining QA entry, exit and post-release requirements.
- Interviewing for new QA team hires.

Tools Used: TestRail, TFS, Confluence, Test Complete, Selenium WebDriver (Python), Fiddler, VMWare Workstation, Microsoft Hyper-V, Android AVD Manager, Windows OS, IIS, Microsoft SQL Server.

RECORD OF EMPLOYMENT:

Plexure Ltd

Software Testing Consultant

Mar 2015 – Aug 2016

PLEXURE

"Plexure is an intelligent technology platform that powers mobile marketing, helping brands create world-class customer engagement."

Upon arrival at Plexure, I was required to get up to speed very quickly, taking on more responsibilities as I did. I joined the company as an intern and quickly moved up to become responsible for much of the testing in the product team, testing new features before they went live. Alongside this, I also built out and maintained the API automation suite using Runscope.

Key Responsibilities:

- Manual testing of browser and mobile (Android/iOS) based applications.
- Writing and maintaining regression test suites.
- API automation testing.
- Product handover presentations.
- Writing product documentation and guides.
- Onboarding and mentoring QA interns.

Tools Used: Runscope, Postman, Microsoft Azure, TestRail, Zephyr, JIRA, Confluence, Bamboo, Fiddler.

QUALIFICATIONS:

EDUCATION:

- 2016: **ISTQB Foundation (CTFL)** – Australia and New Zealand Testing Board
- 2011 - 2014: **Bachelor of Arts Double Major (Linguistics, TESOL)** – University of Auckland
- 2013: **Computer Science General Education** – University of Auckland
- 2008 - 2010: **NCEA & University Entrance** – Avondale College
- 2008 - 2010: **CCNA Exploration Networking Academy** – Avondale College
- 2008 - 2010: **Japanese Language (Courses 1A, 1B, 2A)** – Unitec Institute of Technology

OTHER ACTIVITIES:

- 2017 - 2018: **Freelance English Tutor**
- 2013 - 2014: **Contracts Processing Officer** – New Zealand Government
- 2013 - 2014: **English Pronunciation Teacher** – Union Platz International
- 2013 - 2014: **Japanese Auckland Meeting Vice President** – University of Auckland
- 2013 - 2014: **Class Representative (Various Classes)** – University of Auckland
- 2014: **SPARK Entrepreneurship Program** – University of Auckland
- 2011 - 2013: **Japanese Auckland Meeting Lead Activity Planner** – University of Auckland
- 2011 - 2013: **Student Educational Tour Guide** – Issei International Communications Ltd
- 2008 - 2009: **Administrative Assistant** – MTR IT Recruitment Ltd