Guy Mardell
Quality Specialist

I am an experienced Quality Specialist looking to further my passion for creating quality and software testing results.

CONTACT

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guymardell.com

AREAS OF EXPERTISE

- Building out QA team tools and processes.
- Proactiveness and initiative.
- Knowledge of testing styles, strategies, and practices.
- Leadership, teaching and mentoring.
- Verbal and written communication.
- Defect discovery and attention to detail.
- Self-learning and self-improvement.

REFERENCES

Available on request.

BIO

I was born in the UK and moved to Sydney in 2018 where I am currently working as a Principal Quality Engineer at Qantas Loyalty.

Creating quality is my personal and professional passion. Throughout my career, I have always held myself and my work to a high standard to ensure the greatest possible quality outcomes. I believe that an effective tester is a resourceful tester that can find tailored solutions to quality problems with a variety of different tools and strategies at their disposal. I always strive to emulate the target end user of a product, to help create something that meets specification but is also easy, intuitive, and enjoyable to use. This means taking an end-to-end view of quality from design and requirements specification, all the way to post-release activities and monitoring.

I have over 7 years experience in the quality space across different roles and companies. This includes web, mobile, and backend testing as well as exploratory, manual and automated testing.

I would describe myself as helpful, collaborative, and assertive. I take a personal interest in the projects I work on and take initiative to ensure that all aspects meet the required standard. 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!

SKILLS, TOOLS AND TECHNOLOGIES

Testing Skills:
- Test Leadership
- Test Planning
- Shift-left Testing
- Documentation
- Edge Case Identification
- Automation Testing
- End-to-end Testing
- Regression Testing
- Test Case Management
- Exploratory Testing
- Compatibility Testing

Automation:
- TestCafe (JavaScript/TypeScript)
- Cypress (JavaScript)
- Appium (JavaScript)
- Selenium (Python)
- Runscope

Testing Tools:
- Percy.io (JavaScript)
- Postman (JavaScript)
- Charles Proxy
- Fiddler
- LambdaTest
- Veracode
- XMind

Test Case Management:
- Zephyr
- TestRail
- Team Foundation Server (TFS)

Cloud:
- AWS EC2
- AWS S3
- AWS DynamoDB
- AWS Lambda
- Azure

Other Tools and Technologies:
- Contentful CMS
- Swagger
- Git/GitHub
- Jenkins
- Splunk
- JIRA
- Confluence
- Adobe Analytics
- Slack
- VS Code
- Windows OS
- macOS
- SQL
- Microsoft SQL Server
- Bamboo
- Android AVD Manager
- VMWare Workstation
- Microsoft Hyper-V

EMPLOYMENT HISTORY

Principal Quality Engineer - Qantas Loyalty

Apr 2021 - Present

Current responsibilities include:
- Managing a team of 5 Quality Engineers.
- Planning, building, and maintaining different test automation frameworks including web, mobile, and API.
- Flexible test planning to complement an Agile software development environment.
- Contribution to project planning including QA estimates, resource planning, and strategy.
- Identifying and solving high-level quality and delivery bottlenecks by introducing new testing tools and processes.
- Research, planning, and implementation of long-term quality solutions for the team and the wider Loyalty business.
- Working with other Principal Quality Engineers to define and align on a business-wide testing strategy including testing tools and processes.
- Researching, designing, and rolling out a robust shift-left quality strategy for the entire team including product and development.
- Upskilling the team including presentations, workshop facilitation, consultation and personal development planning.
- Clear stakeholder, business, and partner communication and reporting.
- On the ground testing support, either through consultation or getting involved personally.

QA Engineer - Qantas Loyalty

May 2018 - Apr 2021

Previous responsibilities included:
- Browser-based manual and automated testing using TestCafe and Percy.io with JavaScript/TypeScript.
- Functional and exploratory testing for native mobile apps (Android/iOS).
- Creating multiple test suites for manual testing and to support 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 brown bag learning sessions.
- Personal research into testing tools and strategies.
- Producing high-quality documentation to be understood by team members at different proficiency levels or in different roles.

Senior Quality Engineer - Winscribe Ltd

Aug 2016 - May 2018

Previous responsibilities included:
- Moving the team from an ad hoc, exploratory style of testing to one with structure, reportability, and best practice Quality Assurance processes.
- 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, web, and mobile (Android/iOS) based applications and creation of associated test suites.
- Defining QA entry, exit, and post-release requirements.
- Interviewing and hiring new QA team members.

Software Testing Consultant - Plexure Ltd

Mar 2015 - Aug 2016

Previous responsibilities included:
- Getting up to speed by learning quickly and independently.
- Functional and exploratory testing of web and mobile (Android/iOS) applications and RESTful APIs.
- Writing and maintaining regression test suites for web and mobile (Android/iOS) applications and RESTful APIs.
- API automation testing with Runscope.
- Product handover presentations.
- Writing product documentation and guides.
- Leading and mentoring QA interns.

QUALIFICATIONS

Education:

- 2011 - 2014: **Bachelor of Arts Double Major (Linguistics, TESOL)** – University of Auckland
- 2013: **General Education (Computer Science)** – University of Auckland
- 2008 - 2010: **NCEA & University Entrance** – Avondale College
- 2008 - 2010: **CCNA Exploration Networking Academy** – Avondale College

Other Activities:

- 2017 - 2018: **Freelance English Tutor**
- 2016: **ISTQB Certified Tester Foundation Level (CTFL)** – Australia and New Zealand Testing Board
- 2013 – 2014: **Contracts Processing Officer** – New Zealand Government
- 2013 - 2014: **English Pronunciation Teacher** – Union Platz International
- 2013 - 2014: **UoA Social Club (JAM+) Vice President** – University of Auckland
- 2013 - 2014: **Class Representative (Various Classes)** – University of Auckland
- 2014: **SPARK Entrepreneurship Program** – University of Auckland
- 2011 - 2013:   **UoA Social Club (JAM+) Activity Planning Lead** - University of Auckland
- 2011 - 2013: **Student Educational Tour Guide** – Issei International Communications Ltd
- 2008 - 2009: **Technical Administrative Assistant** – MTR IT Recruitment Ltd