

Mr Paul M Spindler
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Profile

Accomplished test lead and tester with over ten years' experience of carrying out and managing the testing of customer-facing and internal systems for blue-chip private sector and public sector organisations. Full life-cycle knowledge including SDLC, Unit, System, Integration, Regression and User testing. Experienced in development models including waterfall, iterative, rational unified process (RUP), agile and testing-driven development.

A career track record of rescuing troubled testing projects and managing testing from project inception.

Experienced in managing onshore and offshore testing teams and implementing best practice and processes, writing and reviewing test documentation, test planning and design. Hands-on test management and tester including script design and execution.

Respected mentor of colleagues in test management skills, best practice and procedures.

Five years' prior experience of mainframe programming and software tools.

Holder of the ISEB Foundation and Intermediate Certificates in Software Testing.

Member of the British Computer Society, the Institution of Analyst and Programmers and Mensa.

Expertise

- Testing tools – HP ALM, Mercury Quality Centre, Mercury Test Director, PVCS Tracker
- ECM solutions – Inquiria, Vignette, Livelink, OpenText ECM
- Database applications – Oracle 9i, Oracle 10g, Oracle 11g, Teradata
- Database querying applications – TOAD, Teradata SQL Assistant, XML Spy
- Database querying languages – PL/SQL, SQL+
- Report writing and delivery tool - Cognos 8
- Programming languages – Cobol, JCL, Selcopy
- Office applications - Microsoft Excel, Word, Powerpoint, Project, Visio
- Bespoke applications for Government departments and other organisations

Achievements

Initiated end-to-end testing across teams, departments and various suppliers and partners.

Planned and managed all phases of testing on a variety of projects to successful implementation, including:

- Amendments to Government systems to provide the necessary infrastructure to support Acts of Parliament
- Testing to legacy applications to support database upgrades to later Oracle versions
- Combined Enterprise Content Management solution comprising Document & Records Management (EDRMS), Web Content Management (WCM), and Knowledge Management
- Data warehouse and database upgrade project
- Email vault upgrade
- Installation of HP ALM (Application Lifecycle Management) – Quality Centre and QTP
- Website testing including user experience and back-end update processes

Initiated the use of Webex test recording software to increase the clarity of testing carried out when reporting defects, eliminating misunderstandings or an inability to recreate the defect. Particularly useful in scenarios where development is carried out on another site or overseas.

Managed offshore maintenance testing of web applications implementing best practice and Software Delivery Life Cycle processes.

Initiated the use of the W3C link checker for maintenance testing of websites, eliminating the need for manual checking of links.

Worked as sole system tester on a new web quoting system linking to existing quote engine. Mentored and managed User Acceptance testers.

Tested user interface for internal administration system, including accessibility and usability testing.

My experience includes:

- producing scenario documents
- designing and executing test scripts
- raising defects
- planning testing schedule
- reviewing unit testing
- reviewing test scripts
- producing test plans
- managing defects
- identification of candidates for automation
- production of end-of-test reports
- production of test strategies, plans and schedules
- team recruitment
- managing system, site acceptance, user acceptance and operational acceptance testing
- production of completion reports
- end-of-test reviews
- designing processes
- producing team activity workflows

Career summary

- **Test Lead/Manager** **07/2014 – present (4 extensions)**
contracted to Home Office Technology, Test Design and Consultancy Services (HOT TDCS)

TDCS is a shared service within the Home Office; it supports projects in the Home Office and other government departments.

Immigration Act 2014

I was appointed to instigate and lead end to end testing for biometric systems to prepare for the introduction of the Immigration Act 2014. This was the first time the team had carried out end to end testing, having previously tested systems in isolation with inputs and outputs simulated. I wrote the test plan and schedules and managed System Integration and User Acceptance testing.

Following a series of successful implementations, I am now working on other major biometric projects within the department, leading test planning, preparation, scripting and test execution for all phases across three suppliers and two government departments and assurance of the suppliers' activities

- **Test Assurance Consultant** **10/2013 – 03/2014**
contracted to Transport for London (TfL)

Appointed as a consultant to the Requirements and Acceptance Team within Information Management. The team ensures that suppliers carry out testing tasks adequately and to TfL standards, and assists in the identification, control and management of risk.

Responsible for identifying, defining and articulating processes and flows for test acceptance activities.

Represented the team on a variety of projects. Activities included:

- Overseeing and carrying out quality assurance on testing activities
- Managing test strategies, plans and schedules
- Reviewing test scripts, defect reports and test completion
- Witnessing test execution to confirm appropriate procedure and verify results
- Management of User and Business Acceptance Testing
- Agreeing acceptance criteria and making recommendations to business system owners

Involved with supplier selection for high-profile road surface projects.

- **Test Coordinator** **06/2008 – 03/2013 (13 extensions)**
contracted to Financial Services Authority (FSA)
04/2013 – 09/2013
contracted to Financial Conduct Authority (FCA)

Data Warehouse Improvements project

Wrote the test strategy and plans for all phases of testing. Carried out system testing and managed user acceptance (UAT), operational acceptance (OAT) and implementation testing on a data warehouse migration from Impromptu to Cognos 8 with an upgrade from Oracle 9i to Oracle 10g.

Email Vault upgrade

At the request of the Project Manager I wrote the strategy and plans and carried out system testing and managed UAT and implementation testing for an upgrade to Symantec Email Vault.

Knowledge Infrastructure programme (KI)

Managed all test phases for an integrated Enterprise Content Management solution comprising Vignette Content Management for internal and external website content management, Livelink (OpenText ECM) for internal records management and Inquirea for call centre management. I wrote the test strategy and plans and managed the supplier's personnel for system testing (15 resources across three suppliers), business users (25 resources) for UAT and the maintenance partner's technical team for OAT.

Provider Sales Data Upload Improvements project

At the same time as my work on the KI Programme I wrote the test strategy and plans and managed the testing suppliers for system testing and OAT and led the UAT for improvements to a data upload process.

HP-ALM implementation and Process Design

The organisation implemented HP-ALM and I designed processes for test design and execution and defect management for them. When testing on the project to implement the tool was failing I was requested to take over the test management, controlling the testing which was being carried out by other test managers. The project then completed successfully.

CIM project

This project was implementing a data repository to store information relating to possible breaches of legislative policy. The project was failing and the project management was replaced but was not confident in the existing test management resource. With my intervention this project was successfully delivered.

Evidence Management System (EMS) project

A project manager with whom I had previously worked asked me to take over non-functional testing for a secure data management system. The testing of this project was being carried out by an external organisation and there were some issues with the test management. I successfully managed the remaining testing and the project was delivered within the required timescales.

Retail Distribution Review programme (RDR)

With all the above projects successfully implemented, I was asked to manage testing of code changes to a bespoke system in order to allow records to be kept in accordance with new legislation. I wrote the test strategy and managed all the testing throughout this project and additionally took over testing for some maintenance changes to the system involved. This project finished with the changes live three months in advance of its planned date. Although it is important for all projects to run to schedule, it is not possible for projects involving legislative changes to overrun so planning has to be extremely accurate.

Axway Gateway

I wrote the test strategy and carried out the phase planning for the implementation of a new data gateway to transmit files both into and out from the organisation. I handed this project over to a permanent colleague, as my skills were required elsewhere.

I also tested some routine changes to another FSA bespoke system, carried out a gap analysis for another system and helped to verify the behaviour of a test automation framework.

Oracle Upgrade programme

My final work was strategising, planning and managing the testing of a complex project to migrate systems from obsolete to new databases in order to maintain the stability of the FSA's systems. Over twenty applications were involved; sixteen of these being migrated to Oracle 11gR2 databases hosted on Exadata with the remainder having their data archived and decommissioned. The test phases included verifying the servers were installed and set up correctly, the accuracy of the data migration and that the applications continued to work with no loss of functionality, performance or operability.

The Financial Services Act 2012 dissolved the FSA into the Financial Conduct Authority. At the date of the change (1st April 2013) a headcount restriction existed which meant that they expected to be unable to renew contractors beyond that date. I therefore planned to hand over my project and my knowledge of the systems I had helped to develop whilst working in the organisation, enabling me to make a clean departure at the end of March. However, due to a shortage of appropriately skilled permanent staff and my unique skills and experience I was persuaded to transfer to the FCA to continue work on the database upgrade project.

Having exceeded the FCA's two-year tenure limit a contractor was recruited to replace me in September 2013 and I left the organisation.

➤ **Test Lead** **05/2006 - 05/2008** **Bupa**

Data Warehouse

Managed and carried out testing of Management and Operational Information system (MOI), a data warehousing solution on a Teradata platform with a user reports interface in Cognos.

Web Maintenance

Managed offshore testing of maintenance and revenue activities for web applications, ensuring adherence to Software Delivery Life Cycle methodologies and Service Level Agreements.

➤ **Software Tester** **07/2003 - 05/2006** **Bupa**

SWIFT programme

Wrote and executed scripts for the new insurance administration system replacing the COBOL legacy system.

Quote Engine

Carried out testing for new web-based quote system. The user interface is on the internet and links to a back-office quote engine via middleware for the generation of the quote which is then displayed onscreen.

Performed usability and accessibility testing on user interfaces.

➤ **Software Programmer** **04/1998 - 07/2003** **Bupa**

Carried out design and coding of mainframe applications from specification documents, using COBOL, JCL and Assembler. Carried out regression testing to ensure existing applications not affected.

➤ **Membership Analyst** **06/1994 - 04/1998** **Bupa**

Responsible for a portfolio of high-value corporate clients ensuring that correct membership options were enrolled onto administration systems.

➤ **Claims Consultant** **09/1988 - 06/1994** **Bupa**

Ensured correct processing and payment of claims, reassessing claims where needed, represented management on claims resolution issues.

Training and qualifications

ISEB Foundation Certificate in Software Testing
ISEB Intermediate Certificate in Software Testing
BTEC Level NII in Use of Computers
2 GCE A levels
10 GCE O levels