



# Joseph Melville

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An experienced, independent IT consultant specialising in test assurance on large delivery projects.

## Personal Profile

I'm an **accomplished leader** with many years' experience as an IT consultant, working collaboratively on client sites in a variety of sectors to deliver on **high-profile**, large-scale and **complex IT** change programmes.

I have a **wealth of experience** leading teams, an excellent ability to communicate confidently and am a **trusted team player** who can work well under pressure.

## Key Skills

### Operating Systems

Windows 10, Windows 7, Windows XP, Linux, Mac, Android, iOS

### Databases

MySQL, PostgreSQL, Access, SQL Server

### Development

SQL, XML, HTML5, CSS3, WordPress, PHP, Git, JavaScript, JQuery, VBScript

### Methodologies

Agile, Scrum, Kanban, TDD, BDD, CI/CD, Waterfall, V Model

### Enterprise Tools

Github, Slack, Eclipse, Postman/API, PuTTY, WinSCP

### Software

SAP, Salesforce CRM, Office 365, SharePoint, Project, Visio, VMWare

## Testing Specialisms

### Management & Delivery

Strategy, Planning and Design, Scripting, Defect Management, Reporting

### Test Execution

Functional, System, Regression, Migration, Integration, Cross-Browser, Usability, SIT, UAT, Web, Mobile Apps, APIs

### Test Tools

HP ALM (QC), JIRA, qTest, Xray, Zephyr, Selenium, Cucumber, SOAP UI

## Education & Qualifications

Nov 2017	PRINCE2 – Foundation
Jan 2017	BCS ISTQB Advanced Technical Test Analyst
Jan 2017	BCS Business Analysis – Foundation
Jun 2015	BCS Agile Certified – Foundation
Sep 2013	BCS ISTQB – Foundation
2009-2013	BSc IT with Management University of Reading – 1st Class (Hons)

## Professional Memberships

Jul 2017 - present	BCS Professional Member
Jun 2015 – Jul 2017	BCS Associate Member

## Social Media

/JosephMelville

@JosephMelville

March 2018 - present  
NPower | Senior Test Analyst

- Functional testing of devices in the test lab, including L&G, Trilliant and Geo equipment
- Responsible for testing the frontend software and backend solutions (including the head-end system, logs, reports and databases)

January 2018 – March 2018  
CloudPay | Senior Test Analyst

- Responsible for reviewing existing test processes to identify and implement areas of improvement
- Created basic test automation scripts in Selenium WebDriver, written in Java

September 2017 – November 2017  
SimplyHealth | Lead Test Analyst

- Created a test strategy for the external-facing Salesforce Community portal rollout
- Responsible for Agile test estimation & refinement on new Jira stories using Fibonacci technique

May 2016 – August 2017  
Arqiva | Test Lead, Test Engineer

- Built and managed the Agile (Scrum/Kanban) customer-facing team of 9 test engineers
- Set up and managed the test lab & associated equipment including Comms Hubs and smart meters
- Device testing with meters including EDMI, L&G, Holley, Elster (Honeywell), Aclara and Itron
- Good technical understanding of the GBCS and DUIS specifications and the DCC adaptor
- The technical testing specialist for the test team and an escalation point for DCC Test Participants

## SMETS1 Smart Metering Implementation

- Working collaboratively in a fast-paced Agile (Kanban) environment as part of the technical testing team of eight staff
- Provided continual test progress tracking and reporting for senior personnel, using HP ALM

## CloudPay Connect 2.0

- Executed functional, system and regression tests and recorded test results using qTest
- Led on server infrastructure / DR testing tasks
- Logged and managed defects in Jira and tracked fixes through to closure

## Salesforce Data Migration & Enhancements

- Ran technical SQL and API test execution using SQL Server Management Studio and Postman
- Led the defect management, reporting and control for the project

## SMETS2 Smart Metering Implementation

- Identified / triaged defects of the Smart Metering equipment and logged these in HP ALM and Jira
- Responsible for facilitating stand-ups, sprint planning, retrospectives and team workload
- Created test progress reporting and presented this to senior project stakeholders
- Key player in team recruitment (assessed CVs, conducted interviews and made hiring decisions)
- Line management responsibilities: managing timesheets & providing staff coaching / development

January 2016 – April 2016  
Ministry of Defence | Test Lead

- Created test scenarios from requirements and design documentation as inputs to test audits
- Responsible for conducting regular testing audits & witness testing at supplier premises

June 2015 – December 2015  
Experian | QA Lead

- Implemented a risk-based delivery approach for requirements and tests
- Delivered the QA and testing elements of the project plan, right to an individual task level
- Managed the offshore test team
- Responsible for creating QA status reports and test exit reports for senior personnel
- Managed a centralised functional and non-functional test script repository

October 2013 – June 2015  
Royal Mail | Test Lead, Test Analyst

- Test strategy, planning and preparation - created test plans, wrote test cases, created & managed data-driven test scripts using SQL, and built test data packs
- Created and presented test progress and test exit reports to senior project stakeholders
- Responsible for defect and test management using Microsoft Excel and HP QC (ALM)
- Responsible for translating requirements into Jira user stories for use in SIT

July 2011 – August 2012  
London 2012 | Web Integrations Lead

- Responsible for the live running of the award-winning London2012.com during the Olympics
- Resolved operational infrastructure issues with IT platforms integrated into london2012.com
- Led technical infrastructure support for the 'Join In' and 'Live Results' iOS & Android apps

### New Style of IT (Office 365 rollout)

- Logged defects of supplier outputs in HP ALM and tracked fixes through to defect closure
- Working collaboratively with other test leads to integrate testing of the Office 365 solution

### Motor Insurance Database Enhancements

- Responsible for test estimation, test scripts, test execution and post-live testing
- Accountable for non-functional test cases, reports and automated regression suites
- Assisted and mentored BA's with running UAT, as per the organisation test strategy
- Defect management and reporting; using reports as QA inputs to quality gates & go-live decisions

### Multiple IT change projects

- Worked collaboratively with third-party developers of Royal Mail software
- Provided on-site end user support on Day 1 of project go-live in Royal Mail contact centres in Glasgow & London
- Responsible for test estimation, verifying test coverage and managing the project's RTM
- Worked with business users across the UK to facilitate risk workshops and create clear UAT scenarios

### London 2012 Olympic & Paralympic Games

- Created test scripts and ran test execution for 20+ digital products in the London 2012 estate
- Quality-assured live results across London 2012's public-facing and internal systems including the press' commentator system
- Led functional, E2E and regression testing of the London 2012 Torch Relay interactive maps