Richard Eaves – Oldfield Solutions

* Experience

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| **Roles** | **Experience** |
| Test Manager / Programme Test Manager | 11 Years |
| Test Lead | 8 Years |
| Test Analyst | 4 Years |
| Business Analyst | 1 Year |

* OVERVIEW
* I have over 24 years testing experience working closely with users, stakeholders and suppliers.
* I have performed and managed every type of testing, including System, Integration (SIT), Migration, User Acceptance (UAT), User Experience (UX), Non-Functional, Automation, Operational Acceptance (OAT) and mobile (Android, iOS) testing.
* I have tested using Agile, V Model and Waterfall methodologies.
* I have experience, working on Charity, University, Finance, Benefit, Utility, Pension, Credit Vetting systems, Police and Bio Pharmaceutical systems.
* I specialize in delivering test functions and strategies to clients where none previously existed.
* I am user focused and understand the importance of early user involvement in the development lifecycle, irrespective of methodology.
* I have strong interpersonal skills and enjoy team working and mentoring. I also bring solid problem solving skills and logical thinking to the team as well as leadership and direction.
* I have experience of managing test environments across multiple projects, securing resources to build the environments and planning environment usage using Microsoft project.
* I have experience or test automation using Selenium and have built suites of regression tests for clients.
* I have experience of administering JIRA and ADO DevOps.
* I have experience in Azure DevOps(ADO), Banner, Microsoft D365, JIRA, Quality Centre, Bugzilla, BugTrak, Clear Quest, Selenium, Enterprise Architect, MS Applications, Rational tool set, .NET, JAVA, SQL(and all variants), XML, TOAD, SQL Server Management Studio, FTP tools, Dynamics D365, Mainframes ICL and IBM AS400.
* I have qualifications in PRINCE and SSADM.
* I have enjoyed repeat contracts with many clients including The University of Leeds, DEFRA, RNLI, Manchester Metropolitan University, University of Nottingham, DWP, Zurich and Merseyside Police.
* EMPLOYMENT HISTORY

**nFocus – The University of Leeds – Remote October 2023 – Present**

**Test Manager**

Test Manager working for the award-winning testing consultancy nFocus. Responsible for the test delivery at The University of Leeds of a new Post Graduate Taught applicant and agent portal. This role involved overall test assurance for the delivery on the new Dynamics D365 Cloud based platform and integrations with the universities Banner customer relationship management system.

* + Responsible for defining the Test Strategy
	+ Responsible for the governance of all test phases including functional, Integration, user acceptance and non-functional testing.
	+ Responsible for the daily management of internal and supplier testers.
	+ Responsible for coordinating testing across test teams, users and suppliers.
	+ Responsible for designing and Implementing Azure DevOps to manage all test deliverables and bug management.
	+ Responsible for the delivery of an automation framework and automated test suite.
	+ Responsible for running daily bug triage meetings with the supplier, development and business stakeholders.
	+ Responsible for daily reporting to the project team and stakeholders.
	+ Key skills and systems –Microsoft Dynamics D365 Azure Cloud testing, Banner, ADO and Test Plans

**Department of Environment, Food and Rural Affairs- Remote Jan 2023 – October 2023**

**Test Manager**

Test Manager responsible for managing 4 or more projects concurrently.

* + Responsible for defining the Project Test Strategies for all projects.
	+ Responsible for defining the test plan using Microsoft Project or Smartsheet.
	+ Responsible for the governance of all test phases including functional, Integration, user acceptance and non-functional testing.
	+ Responsible for coordinating testing across test teams, users and suppliers.
	+ Responsible for designing and Implementing Azure DevOps to manage all test deliverables and bug rmanagement.
	+ Responsible for running daily bug triage meetings with the supplier, development, and business stakeholders.
	+ Key skills and systems –Microsoft Azure Cloud testing and JIRA

**nFocus – Royal National Lifeboat Institution – Remote work Oct 2021 – Oct 2022**

**Programme Test Manager**

Programme Test manager working for the award-winning testing consultancy nFocus. Responsible for defining an overarching Programme Test Strategy for the RNLI charity and delivering three high profile RNLI projects.

* + Responsible for defining the Programme Test Strategy and individual Project Test Strategies
	+ Project coverage included a re-platform project from AWS to Azure, GDPR compliance and Sitecore Forms.
	+ Responsible for the daily management and planning of all test phases including functional, integration, user acceptance and non-functional testing.
	+ Responsible for determining resource requirements and managing test analysts.
	+ Responsible for coordinating testing across test teams, users and suppliers working closely with stakeholders of all levels.
	+ Responsible for reviewing all tests and providing test execution support when required.
	+ Responsible for managing test environments.
	+ Responsible for designing and Implementing Azure DevOps to manage all test deliverables and bug management.
	+ Responsible for running daily bug triage meetings with the supplier, development, and business stakeholders.
	+ Responsible for managing the test RAID.
	+ Key skills and systems – GDPR compliance, AWS Cloud and Microsoft Azure Cloud migration testing, Sitecore, JIRA, Zephyr and DevOps

**nFocus – Manchester Metropolitan University – Manchester Jan 2018 – Sept 2021**

**Programme Test Manager**

Programme Test Manager working for the award-winning testing consultancy nFocus. Responsible for the programme test delivery at Manchester Metropolitan University (MMU) of their Student Journey Transformation Programme. This role involved overall test assurance of a new ERP SaaS Azure Cloud based Student Management System and over 30 critical integrated systems.

* + Responsible for defining the Programme Test Strategy
	+ Responsible for the governance of all test phases including functional, Integration, user acceptance and non-functional testing.
	+ Responsible for writing and seeking approval of all test phase plans.
	+ Responsible for the daily management of a team of 10 functional, Non-Functional, Integration and Automation test analysts. Overall management and assurance of multiple test teams.
	+ Responsible for the delivery of an automation framework and automated test suite.
	+ Responsible for coordinating testing across test teams, users and suppliers.
	+ Responsible for designing and Implementing Azure DevOps to manage all test deliverables and bug management.
	+ Responsible for running daily bug triage meetings with the supplier, development and business stakeholders.
	+ Key skills and systems –Microsoft Azure Cloud testing, UNIT4 ERP SaaS(Thesis) U4SM, Azure DevOps, Smartsheet, understanding of over 30 university systems, stakeholder management.

**AstraZeneca Biopharmaceutical’s, Cambridge Oct 2017 – Dec 2017**

**Test Manager**

Responsible for managing the testing of a move to new infrastructure and data migration of two business critical Electronic Lab Notebook (ELN) applications. This was an international project managing testing in the UK, Sweden, China and the United States.

* + Responsible for defining the Test Strategy/Approach and Plan.
	+ Responsible for the governance of all test phase including functional, non-functional testing and user acceptance testing.
	+ Responsible for coordinating testing across multiple international sites and taking account of time zone differences when arranging meetings and testing.
	+ Responsible for the assurance and testing of all new environments including Development, Test, Pre Production, Production and Disaster Recovery secondary site.
	+ Responsible for designing and Implementing a scrum board in JIRA to manage bugs.
	+ Responsible for running the weekly bug meeting with the supplier, development and business stakeholders.
	+ Responsible for defining and agreeing with business stakeholder a list of system change requests and future enhancements identified during testing. These were prioritised and categorised as usability, functional and performance enhancements.
	+ Responsible for assisting with hands on testing when other testers were unavailable.

**Merseyside Police, Bromborough Sept 2016 – Sept 2017**

**Programme Test Manager**

Responsible for coordinating the testing of a Tri–force collaboration between Merseyside, Cheshire and North Wales police forces, to deliver a shared instance of the Niche Record Management System(RMS). Testing involved proving the data migration of three forces crime data had been successfully merged on the upgraded application and new infrastructure.

* + Responsible for defining the Tri-Force Test Strategy.
	+ Responsible for the governance of all test phase including functional and non-functional testing.
	+ As there were no formal requirements to measure success I was responsible for arranging users sessions to identify common system workflows, defining and agreeing user stories and acceptance criteria, which were recorded in JIRA.
	+ Responsible for organising weekly meeting between forces to prioritise and jointly agree the resolution of bugs.
	+ Responsible for directly managing the Programme test team and agreeing local police force testing.
	+ Responsible for managing all test environments and the individual data requirements of each team.
	+ Responsible for standardising test processes and documentation templates across all forces.
	+ Responsible for the procurement and administering of JIRA, to manage bugs locally and with the supplier, Niche.

**Department Of Work and Pensions(DWP), Blackpool Nov 2015 – Sept 2016**

**Test Lead** Responsible for the UAT of Personal Independence Payment(PIP) to be implemented in Northern Ireland on 20th June 2016. Main technical skills used Quality Centre and Enterprise Architect.

**Co-operative Bank, Manchester Apr 2015 – Nov 2015**

**Test Manager** managing the testing of existing bank and new 3rd party supplier systems. Main technical skills used IBM AS400 and HP Quality Centre. Agile and Waterfall methodologies used.

**University of Nottingham(UON),** **Nottingham May 2014 - Mar 2015**

**Test Manager** setting up a test function at UON, ready for handover to a permanent test team. Main technical skills used were JIRA, .NET, Selenium, SQL and XML. Agile and Waterfall methodologies used.

**CAPITA(ZURICH Life and Pensions), Isle Of Man** **Oct 2013 - Apr 2014**

**Test Lead** on a business critical project - FATCA. Main technical skills used IBM AS400, IBM Query, IBM DB2, Test Bench and BugTrak. Agile methodology used.

**Department Of Work and Pensions(DWP), Blackpool Sept 2011 - Sept 2013**

**Business Analyst / Test Lead** Working on the Personal Independence Payment Project(PIP) introducing a new Welfare Benefit for DWP. This project was implemented by tailoring Curam’s ‘out of the box’ CRM application. In this role I was the DWP functional expert on the PIP Assessment Engine. Main technical skills used were Quality Centre and Enterprise Architect. Agile methodology used.

**ZURICH Life and Pensions, Isle Of Man** **Oct 2010 – Sept 2011**

**Test Lead** Test Lead responsible for System Testing the backlog of live fixes on Zurich’s multiple Global Life systemsincluding life insurance, investments, savings and pensions. Main technical skills used IBM AS400, IBM Query, IBM DB2, Test Bench and BugTrak. Agile methodology used.

**Criminal Records Bureau(CRB), Liverpool** **Sept 2008 - Oct 2010**

**Test Manager** role coordinating the testing of over 30 registered bodies, as part of the first phase of the Vetting And Barring Scheme(eBulk) allowing registered bodies to submit disclosure applications electronically. Main technical skills used Quality Centre, SQL and XML. Waterfall methodology used

**Department Of Work and Pensions(DWP), Preston Jan 2008 – Aug 2008**

**Test Lead** for the ‘Live Data Testing’ phase of the Employment Support Allowance

project. Main technical skills used Siebel, UNIX, DB2 (SQL),Oracle 9i, Clearquest, Quality Centre, Opstrat ICL mainframe access. Waterfall methodology used.

**Equifax Plc, Bradford Aug 2007 - JAN 2008**

**Test lead** testing enhancements to Equifax’s internal and bespoke client Credit Vetting Systems. Main technical skills used UNIX, Oracle 10g (SQL), IBM AS400 and QARUN.

**Department Of Work and Pensions(DWP), Lytham Jun 2005 - Jun 2007**

**Test Lead** testing the migration of employer and customer fraud records from the departments existing legacy systems onto the new Siebel based system(FRAIMS. Main technical skills used Series (UNIX), DB2 (SQL),Oracle 9i, DB2 command Centre, XML, Siebel GUI/ administration menus and Rational test suite.

## CENTRICA, Manchester Oct 2004 – Jun 2005

**Technical Test Analyst** responsible for ensuring new enhancements to Centrica’s Electronic Prepayment System had no impact on system Performance and Operability testing.

**Test Coordination Manager** responsible for monitoring industry testing between Centrica and United Utilities.

**Department Of Work and Pensions(DWP), Lytham Oct 2003 -Sept 2004 Test Lead** responsible for interface testing between DWP’s CMS - Customer Management System(CMS) and the departments Personal Details Computer System (PDCS). Main technical skills used DB2/DB2(SQL) command Centre/ AIX(UNIX).

**British Gas Trading (CENTRICA**), **Staines Jan 2003 - Sept 2003** **System Test Analyst** responsible for interface testing a bespoke interface between British Gas's Metering Database (Generis BSmart product) and a newly developed Billing CRM system. Main technical skills used UNIX / Oracle.

**T-Mobile, Hatfield Oct 2002 - Dec 2002**

**UAT Test Analyst** testing a high profile piece of functionality to allow business customers to receive summary and not fully itemised invoices. Main technical skills used UNIX / Oracle/ AMDOCS.

CENTRICA, Manchester Feb 2001 - Aug 2002

**UAT Test Manager** responsible for training a team of sixteen User Acceptance Testers (UAT)

**Regression Test Analyst** testing specific system interfaces to form part of an end to end regression test for each new release on the Centrica GEMINI (Amdocs) telecom system.

**Yorkshire Electricity, Leeds Sept 2000 - Feb 2001**

**System Test Analyst** testing changes to meter reading calculations

**British Gas Trading (CENTRICA**), **Staines Mar 2000 - SEPT 2000**

**Technical Test Analyst** running performance, interface, recoverability and desktop testing.

**HYDER IT, Cardiff May1999 - Oct 1999**

**System Test Analyst** testing Customer Billing.

**Yorkshire Electricity, Leeds Jun 1998- May 1999 System Test Analyst** testing changes on a Y2K project.

**ITSA, Thornton-Cleveleys Nov 1996 TO Jun 1998**

**System Designer on Disability Living Allowance**

**Software Engineer Disability Living Allowance**

* EDUCATION

WOLVERHAMPTON UNIVERSITY Economics / Computing 2.2 Honours

BLACKPOOL COLLEGIATE 6TH FORM Economics / Law 2 passes

HODGSON HIGH SCHOOL 7 passes

* Interests

Road Cycling – I regularly cycle with a group of friends.

Gym – I regularly attend a local gym.