**DARA MBAH**

Email: darambah@hotmail.com Telephone: +44 (0) 7594509200 Location: United Kingdom

**Professional Profile**

Experienced Test Manager and Senior Test Analyst with over 13 years of expertise in test automation, performance testing, Test project management, and managing cross-functional teams. Certified ISTQB Test Foundation, ISTQB Advanced Test Manager, PMP Certified Project management Professional and a BCS Agile Practitioner. Possess a customer**-**centric approach to test management and test team leadership. Extensive experience in both the System Development Life Cycleas well as the Software Testing Life Cycle from Test discovery, Test planning, specification, Test Execution, defect management right through to test completion and hand-over to Implementation / BAU.

Solid experience working in a variety of development methodology platforms (Agile-Scrum, Kanban, TDD, BDD, CI/CD, V-Model, W-Model and Waterfall) and can hit the ground running at any time. I am also an avid learner able to grasp new concepts quickly. Always interested in working on complex technology platforms and innovative systems.

Diplomatic and tactful, with exceptional interpersonal and communication skills; an excellent team-player.

My focus is the production and delivery of prime quality software to customers, be it internal or external. I am pragmatic but uncompromising on quality.

**Core Competence**

* Over 14 years’ experience and participation in the full End to End Testing lifecycle on numerous transformation programmes (Test discovery, Test Planning, Test Specification, Test Execution and Defect Management, Test Completion.
* **Test Artefacts**: Creation and maintenance of; Test Strategy, Test Plans, Test Schedules, Traceability Matrices, Test Cases, User Stories, Test Scripts.
* **Test phases**: System Testing, System Integration (SIT), Performance Testing, Load Testing, Automation Testing, User Acceptance Testing (UAT), Security testing, Regression Testing, defect re-testing and BAU.
* **Software Development Methodologies**: Waterfall, V Model, W Model, Kanban and Agile-Scrum, BDD, CI/CD.
* **Test Management Tools**: Advanced knowledge of; Jira, HP Quality Centre (QC), Application Life Cycle Management (ALM), Xray, Qmetry, Zephyr, Microsoft Test Manager, Test Rail, Visual Studio, Visual Studio Code, Selenium Web driver, Robot Framework, Playwright, Cypress, Katalon, SpecFlow.
* **Testing Techniques**: Effective application of industry standard static and dynamic Test Techniques (reviews, walkthroughs, inspections, Equivalent partitioning, boundary value analysis, state transition, syntax, requirements driven, consumer profiling, exploratory, experience based and risk-based)
* **Reporting**: Excellent report writing skills with detailed information created for different audiences.
* **Ecommerce SAAS System**; Extensive knowledge of testing Ecommerce platforms, Dynamics 356, Salesforce, SAP S/4HANA, ERP, CRM, insurance and banking systems.
* **Team Management**: Solid Test project management, test team management, team mentoring.
* **Client-facing requirements lead**; adept at eliciting and refining stakeholder needs, converting them into comprehensive user stories in partnership with business analysts and developers—capturing full functional scope, downstream system impacts, and aligned test-schedule milestones.
* **Banking and Financial Institutions**: Deep knowledge and understanding of; Anti Money Laundry AML, KYC, KYB, Order Management systems, POS, Cross-border SWIFT Correspondent Banking (Priority Payments- SWIFT MT103) (Bank to Bank Transfers-SWIFT MT202), (Advices- MT900/910/940/950), ISO20022 (Pacs.008, Pacs.009, Pacs.004, Pacs.002, Camt.052, Camt.053, Target 2, EURO1 EBA, SEPA, Foreign Currency Exchange, and Prepaid Cards experience.

**Technology**

* **Operating Systems:** MicrosoftWindows, MacOS, Linux, Chrome OS, Android, IOS,
* **Databases:** MySQL, PostgreSQL, MongoDB, Microsoft SQL server, Microsoft Azure, Amazon DynamoDB, Big Query, Dataflow, Oracle DB.
* **Cloud Based Infrastructure:** Amazon Web Services AWS, Microsoft Azure, Google Cloud Platform (GCP), Oracle Cloud, IBM Cloud, ServiceNow.
* **Browsers:** Microsoft Internet Explorer, Microsoft Edge, Apple Safari, Mozilla Firefox for Windows, Fennec (Mozilla Firefox for mobile), Google Chrome.
* **Development Languages**: Java, JavaScript, C#, Python, Groovy, Ruby, Scala, Typescript, jQuery, JSON, HTML5, CSS, CSS3, VBScript, Gherkin, XML, Ajax, PHP, Perl, J2EE, Jason, .Net, ASP.Net, ASP.
* **Development Platform**: Visual Studio, Cypress IO, Eclipse, Katalon, Notepad++, Fiddler, Browser Developer tool.
* **Test Tools**: HP Quality Centre/ HP ALM, JIRA, Zephyr, Browser Stack, Microsoft Test Manager, Test Complete, Azure DevOps, Postman, Visual Studio Code, Copilot, Robotic Framework, Cypress, Playwright, Selenium IDE, SOAPUI, JMeter, BlazeMeter, Appium, Atrium, Virtuoso, TestRail, Burp Suite, OWASP ZAP, MobSF (Mobile Security Framework), Axe, Tricentis, Wave.

**Key Skills**

* Developing Robust Testing Approaches
* Test Strategies, Test Schedules, Test Plans, and Test script execution and reporting.
* Creating and executing Performance and Load testing.
* Data base testing for ETL & ELT projects.
* Defect reporting, management, and triage.
* Stakeholder Relationship Management.
* Industry Standard Testing Techniques.
* Business Requirements review / analysis.
* Test-Driven Development TDD and Behaviour Driven Development BDD, CI/CD.
* Object Oriented programming knowledge in UI, API and Data testing in varied languages.
* Building Test Automation framework from scratch
* Mastery of development and defect tracking tools.
* Technical Designs review and analysis.
* V-Model, Agile, Agile XP, Kanban & Waterfall.
* Security Testing tools.
* Driving Test Improvements and mentorship.
* Accessibility Testing for WCAG compliance
* UAT, Automation, Regression Testing.
* System Testing, Integration Testing.
* Insurance, banking and eCommerce platform testing across varied systems and development models
* Cross functional team management both locally and globally.
* Solid understanding of datelines and developing test strategies that delivery industry standard software to clients and matching client datelines.

**Qualifications, Professional Development & Certifications**

* ISTQB – Advanced Certification Test Manager
* ISEB-ISTQB Foundation Level Certificate in Software Testing.
* Certified Project Management Professional PMP.
* BCS – Certified Agile Foundation Practitioner.
* Microsoft Dynamics 365 Fundamentals (ERP).
* Microsoft Dynamics 365 Fundamentals (CRM).
* Testing Academy: Business Analysis.
* Atlassian: Jira and Confluence Service Management
* Microsoft Certified: Azure Fundamentals
* Certified Associate - SAP S/4HANA
* Mobile Application, API Testing and SQL for Test Professionals
* Diploma in Information Technology
* BSc. Sociology and Anthropology.

**Professional Summary**

**Senior Test Lead/Automation Tester – Payments & Data Platform Modernisation**

**Fiserv www.fiserv.com August 2024 – Present**

**Fiserv** is a global fintech and payments leader, providing innovative technology solutions to financial institutions, businesses, and consumers in over 100 countries. The company specialises in digital banking, payment processing, data analytics, and cloud-based financial services, supporting mission-critical operations for some of the world's largest banks and merchants.

**Key Job Description:** Contracted to work on the Data Migration project from the old legacy system involved in testing secured API token service update across all Prospect clients; EMS, Elavon, eMerchant Pay, Lexis Nexis, Clover UK, Salesforce and Order Management systems. Testing merchant onboarding, order management payment systems. API Test with Postman, Page object Automation Test with typescript and Playwright, Azure DevOps, Data Migration Testing with SQL and JMeter testing for performance enhancement of all main systems hosted on AWS.

**Key Responsibilities & Achievements**

* **Defined and executed green‑field QA strategy** for a multi‑bank **ISO 20022 payments migration** (SWIFT MT → MX) impacting 30+ Tier‑1 clients across EMEA & NA.
* **Architected a unified automation framework** (Playwright for UI, REST Assured/Postman for API, JMeter for performance) with parallel execution in GitHub Actions; **regression cycle shrank from 5 days to <1 day** and coverage rose from 45 % to 82 %.
* **Designed automated data‑reconciliation harness** validating >300 M transactional records and reference data via SQL Server, Azure Data Factory and Delta snapshots; achieved **<0.01 % variance** on cut‑over weekend.
* **Instituted KPI dashboard** (defect density, pass/fail trend, MTTR) in Power BI, giving executives real‑time view of quality health.
* **Third Party providers; Working with third party providers to get business and technical requirements, creating user stories, acceptance criteria and functional specifications in line with regulatory and compliance considerations.**
* **Facilitated defect triage & root‑cause analysis** with distributed dev teams; reduced critical defect escape rate to **0.2 %** across three quarterly releases.
* Carrying out **security testing** with Burp Suite and Owasp Zap scanning for vulnerabilities, intruder attacks, injection flaws, authentication and session management.
* **Mentored 7 QA engineers**, introduced coding standards, test peer review, and “Quality Guild” community, driving continuous learning and cross‑team alignment.
* **Mobile automation and Manual Testing: Created and participated in manual mobile testing, across Apple IOS, Google Android and Microsoft Windows OS. Creating UI automation framework on Appium.**

**Test Lead/Performance Tester (Performance Testing, System Integration Testing, API testing, Data Migration Testing)**

**UL Solutions (www.ul.com/ulsolutions) May 2023 – Augst 2024**

**UL Solutions** is a global safety science leader specialising in testing, inspection, and certification services. They help businesses achieve compliance, innovation, and market readiness across industries including software, healthcare, and energy.

Contracted to work on the new Rest API and Data Migration project testing secured API token service update across all UL SAAS and PAAS solution systems hosted on Azure. API Test with Postman, Automation Test with C# and Playwright, Azure DevOps, Data Migration Testing with SQL and JMeter testing for performance enhancement.

**Achievements:**

Managed 6 Test team members, assigning, and coordinating test tasks. Created Test Strategy, Test Plans, End-to-End Postman regression Test and Performance Test with JMeter significantly reducing bugs right from review and planning stages right through to Live. Led testing of 10 new API and spotting over 45 bugs in the Live environment.

**Responsibilities:**

* **Test Strategy & Planning**: Developed comprehensive test strategies and plans, actively participated in daily stand-up meetings, and assigned tasks to test team members, ensuring efficient project execution.
* **Cross-Team Collaboration**: Worked closely with development teams, business analysts, and third-party vendors to clarify requirements before the development and testing phases, leading to a 25% reduction in test script creation time.
* **Automation Testing**: Created, executed, and monitored automated tests in C# using Selenium and Playwright, significantly reducing regression-related issues and decreasing live bugs by 40%.
* **Reporting & Communication**: Provided detailed reports on test results and identified test blockages, effectively communicating these in sprint planning, sprint reviews, and retrospectives with development leads and business stakeholders.
* **Data Migration Testing**: Performed data migration testing using Microsoft SQL, detecting and resolving defects arising from system changes to ensure data integrity.
* **Performance Testing**: Designed and executed performance tests for APIs using JMeter and BlazeMeter during peak usage periods, providing optimization suggestions that improved system stability.
* **System Integration Testing**: Collaborated with the System Integration Team (SIT) to validate deployments through both automated and manual API testing using Postman and REST Client, ensuring seamless system functionality.
* **API Development & Testing**: Contributed to API design and development meetings, building new endpoints aligned with business requirements using a Test-Driven Development (TDD) approach, minimising conflicts between API calls.
* **API & Cloud Testing**: Utilised Postman, Microsoft Azure, Azure Data Containers, and Azure Blobs for comprehensive API testing, ensuring data security and performance.
* **Defect Triage**: Led defect triage meetings to assess and prioritize issues ranging from minor to high-risk, improving overall system stability and performance in the live environment.
* **Customer Support Handover**: Collaborated with the customer support team to create system handover notes, reducing support issues and improving response times for arising issues.

**Test Lead (Data Testing, System Integration, UAT, API, Automation, Performance Testing)**

**Metro Bank (www.metrobankonline.co.uk) 2022 July – May 2023**

Contracted as Senior Test Lead for the Agile Development Team. Assign to work on the ISO20020 Transformation program cross-border payments and reporting across the globe, switching from the traditional MT messages to MX (XML format).

**Responsibilities:**

* Ensured all staff involved in the end-to-end payment process are adequately trained.
* Promptly dealt with, answering, and investigating payment queries internally and externally
* Organised and lead workshops focused on requirements gathering, analysis, and refinement.
* Managed the QA Test approach that promoted good practices and improved quality throughout the entire cycle.
* Reviewed Use Cases for CBPR+ (Cross Border Payment and Reporting) on multiple messages (Pacs.002, Pacs.004, Pacs.008, Pacs.009, Camt.052).
* Reported and Triaged defects as well as working with Product leads to prioritise fixes within Jira.
* Maintained strong stakeholder relationships, influenced decisions, and ensured effective communication through all project stages.
* Created Page Object UI Automation Test framework with Playwright and Typescript and API automation with RESTApiClient using C# on Microsoft Visual Studio.
* Prioritised testing efforts and heavily involved in test execution, testing and configured payment business requirements on the banks Global Payment System (GPS/GPP).
* Conducted analysis of post-Go Live payments and established the cause of failures into refix to reduce the causes of no STP in HBFR systems.
* Defined process-modelling and onboarding process, including account setup/Production Verification Testing-PVT) and led payments onboarding campaigns with Business and Client.

**Test Consultant/Test Manager (Test management, Automation, System Integration, Regression)**

**Schuh(**[**www.schuh.co.uk**](http://www.schuh.co.uk)**) August 2021 – July 2022**

**Schuh** is a UK-based footwear retailer offering a wide range of branded and own-label shoes, catering to fashion-forward consumers both online and in-store.

Worked on the company’s Dynamics 365 system, SAP S/4 HANA, Payment gateway systems, Security testing, Mobile Testing B2B and CRM systems for the back end and front end.

**Achievements:**

**Leadership & Team Management**: Successfully managed a team of four testers, effectively assigning and coordinating test tasks to optimize workload distribution and enhance team productivity.

**Agile Transformation**: Introduced agile methodologies and tools across the development and project team, including signing the company to Jira setting up their Jira project boards. Also ran Jira workshops to guide team members on the use of Jira for project management. Selected Zephyr, streamlining the test scripting process and fostering a more collaborative and efficient work environment for testers and developers.

**Training & Skill Development**: Trained team members on agile practices and testing tools, significantly improving their technical proficiency, which led to the elimination of defects in the live environment and accelerated development cycles and IT processes for business management.

**Responsibilities:**

* **Test Automation Framework Development**: Designed and implemented a robust test automation framework in JavaScript and C# using Selenium WebDriver, Microsoft Visual Studio, SpecFlow, and Gherkin, resulting in a 40% reduction in regression testing time.
* **Team Recruitment & Development**: Collaborated with external recruiters to identify and onboard new test team members, addressing skill gaps and enhancing overall team performance.
* **Training & Mentorship**: Trained team members on leveraging tools such as Jira, Zephyr, and BrowserStack, introducing a more detailed approach to test script creation and project management, and enhancing overall team efficiency.
* **Manual & Automation Testing**: Conducted both manual and automated tests while providing hands-on training to team members in C# .NET and SpecFlow, focusing on the creation and execution of high-quality Page object automation tests.
* **Defect Management & Triaging**: Created and led a defect management process, overseeing defect triage sessions to ensure issues were prioritized, tracked, and resolved efficiently.
* **Reporting & Communication**: Provided daily and weekly reports on test progress, results, and obstacles to the software development lead and project manager, fostering effective communication and transparency.
* **Test Documentation**: Authored comprehensive test strategies, plans, scripts, acceptance criteria, and test completion reports, reducing end-to-end customer journey time and lowering product return rates by 5%.
* **Requirements Gathering & Refinement**: Participated in project initiation meetings to clarify and refine project requirements, eliminating ambiguity and producing more detailed specifications for Dynamics 365 and SAP ECC transformation initiatives.
* **Cross-Browser & Mobile Testing**: Conducted cross-browser testing and mobile testing using BrowserStack, as well as performance testing with JMeter and BlazeMeter for eight multilingual live websites, ensuring consistent performance across different platforms and languages.

**Performance Tester/Developer in Test (Performance Testing, System Integration Testing, API testing)**

**Landmark Solutions (**[**www.landmarksolutions.co.uk**](http://www.landmarksolutions.co.uk)**) UK (January 2020 – August 2021)**

Led testing on the government newly created Gas and Electric central switching system (CSS) for UK and Ireland for OFGEM and DCC. Carrying out API Testing with Postman, Automation Testing with Cypress, Performance with JMeter and Load Testing with BlazeMeter, System Testing, System Integration Testing, as well as UAT.

**Responsibilities:**

* **Automated Testing Development**: Designed, maintained, and executed automated test scripts using **Cypress** and **JavaScript** in alignment with **Behaviour-Driven Development (BDD)** principles to ensure high-quality code and functionality.
* **Performance Testing**: Built a performance test framework from scratch with over 10million users load using **JMeter** and **BlazeMeter**, identifying and addressing system bottlenecks to enhance overall system performance.
* **System Integration Testing (SIT)**: Collaborated with the **SIT team** to test new code builds, performing both automated regression tests and manual API testing with **Postman** and **REST Client** to verify integration and system functionality.
* **Agile Team Collaboration**: Actively participated in **Daily Stand-ups**, assigning tasks to team members, and managing task progress on **Jira**, ensuring alignment with project timelines and goals.
* **Defect Management**: Defined and implemented the **Defect Reporting and Management process**, tracking and managing bugs throughout each **Sprint Iteration** to ensure timely resolution and quality improvement.
* **API Testing & Data Validation**: Utilised **Postman**, **Microsoft Azure**, **Azure Data Containers**, and **Azure Blobs** for API testing and validation, ensuring code flow accuracy and aligning expected results with actual outcomes, including testing with **Cosmos Database**.
* **Test Review Leadership**: Led **Test Review** and **Test Execution Review** meetings, driving the adoption of best Agile practices across teams to improve collaboration and efficiency.
* **Bug Triage & Collaboration**: Led bug triage sessions with the **Test Team**, **Product Owners**, and **Business Teams**, ensuring timely prioritisation and resolution of issues.

**Test Lead (Agile System Integration, System Testing, Automation Testing, Data Migration Testing)**

**LumiraDX Caresolutions (**[**www.lumiradx.com**](http://www.lumiradx.com)**) UK (September 2018 – December 2019)**

Test Lead managing 3 Test members on a SAAS medical software and mobile system application. Carrying out System Integration, Mobile testing, automation testing, Security testing, Load and performance testing.

**Responsibilities:**

* Collaborated with Development, Project Management, and business stakeholders to gather and clarify testing requirements.
* Produced comprehensive Test Strategies, including Master Test Plans, Schedules, and User Stories for the INRstar Italy project.
* Carried hands on testing of the INR Star outpatient system and physical device managing real time API data transformation to the doctor’s system eradicating data entry errors and network issues.
* Developed a Ruby-based Automation Framework for patient-doctor data flow integration and SQL testing.
* Deployed and managed code in the AWS CI/CD pipeline for test environments.
* Led daily meetings with UK and US-based test teams, facilitating test case reviews, defect resolutions, and skill development workshops.
* Established and maintained a cross-team defect management process, from kick off through re-testing and closure.
* Delivered Test Completion Reports to keep stakeholders informed of test progress and outcomes.

**Test Manager (KAN BAN, System Integration, Automation testing, Mobile Testing System Testing)**

**Super Group(**[**www.superdry.com**](http://www.superdry.com)**) UK (Feb 2018 – September 2018)**

Contracted as Test Manager, tasked to work on the company’s new website content uploading platform, SAP procurements, Microsoft Dynamics 365, B2B purchasing platforms, 17 language websites upgrades, payment portal enhancements. Managing and training testers on best test practices to meet ISO 9001 and ISO 2700. Carrying out accessibility testing with Axe DevTools and security testing on the website with Burp Suite and OWASP ZAP.

**Responsibilities:**

* **Test Strategy & Planning**: Created and implemented comprehensive test strategies, approaches, and plans for Dynamics 365 applications, allocating test tasks, setting schedules, and estimating timelines for various projects using JIRA/ZEPHYR.
* **Code Deployment & Environment Setup**: Deployed new code using SauceTree, ensuring proper setup and monitoring of test environments and test data, which supported accurate and efficient testing for Dynamics 365 modules and integrations.
* **Team Leadership & Test Execution**: Managed a team of five testers, overseeing testing across multiple browsers and mobile devices, leveraging BrowserStack for cross-platform testing and Appium for mobile automation, ensuring consistent performance across all platforms.
* **Agile Collaboration & Requirements Management**: Organized and facilitated meetings with development teams, project teams, and business stakeholders to review project schedules, refine business requirements, and ensure that they were translated into detailed, testable scenarios for Dynamics 365 implementations.
* **Test Process Improvement & Issue Resolution**: Worked closely with cross-functional teams to identify and resolve testing blockers and issues, contributing to smoother testing cycles and faster delivery timelines for Dynamics 365 projects.

**Test Lead (Agile, System Integration Testing, API, Automation Testing, Mobile Testing)**

**Boohoo** ([**www.boohoo.com**](http://www.boohoo.com)) **UK, (May 2016 till Jan 2018)**

Contracted as Test Lead managing 3 testers. Worked on the enhanced website, end to end customer journeys and lead management in Microsoft Dynamics 365. SAP testing and creating automation framework with Appium.

**Key Responsibilities**:

* **Test Strategy & Environment Setup**: Developed comprehensive test strategies, established test environments, and implemented defect management processes in collaboration with the test team to ensure efficient testing operations.
* **Test Planning & Automation**: Planned, executed, and maintained automated tests using C# and Selenium, while reviewing and optimizing existing automation test scripts for improved efficiency and accuracy.
* **User Story Review & Test Documentation**: Collaborated with business analysts to review user stories, translating them into clear test strategies, conditions, cases, and scripts.
* **End-to-End Testing & API Automation**: Led manual end-to-end testing processes within Microsoft Dynamics 365 and executed UI and API automation tests using Katalon Studio, Groovy, and SoapUI.
* **Testable Scenarios & Backlog Management**: Identified gaps in test coverage and wrote new user stories, working closely with the product team to create new testable scenarios and manage the test backlog for continuous improvement.

**Senior Test Analyst (Agile, System Testing, UAT, Automation Testing)**

**Cashplus** ([**www.cashplus.com**](http://www.cashplus.com)**)** **UK**, **(August 2014 to April 2016)**

Carried out Manual Test and Automation Test, System Integration, and UAT on Company’s enhanced personal customers journey aimed at increasing user’s flexibility to select add-ons when applying for a MasterCard in line with the revamped website.

**Achievements:**

* Reviewed backlog and user stories to optimize test coverage, cutting manual testing by 30%. Developed a Java-Selenium automation framework, reducing live bugs by 21%. Created test plans and managed defect reports, shortening bug fix times from one week to three days.

**Test Analyst (System Testing & UAT)**

**Sheila’s Wheels (**[**www.sheilaswheels.com**](http://www.sheilaswheels.com)**), (February 2013 to August 2014)**

Carried out System Test, System Integration Test and UAT on Company’s enhanced insurance quote journey aimed at increasing user’s flexibility to add insurance deals on the revamped website.

**Achievements:**

* Developed a comprehensive test strategy and test scripts, reducing live bugs and performance issues by 15%. Maintained a requirement traceability matrix, cutting test duration from three weeks to two, and participated in implementation of a defect management process that decreased live bugs from 120 to 12.

**Customer Service Advisor / Team Lead**

**Matalan UK (**[**www.matalan.co.uk**](http://www.matalan.co.uk)**), (December 2009 to January 2013)**

Joined the company as a customer Service Advisor and was quickly promoted to Team Lead. With my record of being able to effortlessly spot defects, I was eventually poached by IT and joined the UAT team.