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| Hans Steps – Software tester |

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| **Information**  **Address**  Bosrank 3, Elsloo, 6181 MN, The Netherlands  **Phone**  +31-6-4414 7171  **Email**  info@hanssteps.nl  **DoB / Place**  07 Feb 1974, Geleen  **Nationality**  Dutch  **Skills & competences**  Software testing  (FAT, UAT, Reg, E2E, etc.)  · · · · ·  Development process (Scrum, V, Waterfall, etc.)  · · · · ·  Test automation  · · · · ·  Test tools  (HP ALM, Jira, etc.)  · · · · ·  **Languages**  Dutch  · · · · ·  English  · · · · ·  German  · · · · ·  French  · · · · · | **Profile**  20 years experience in testing complex software products.  11 years in leading test positions. Managed up to 25 people.  Coached numerous testers.  15 years hands-on testing experience.  Agile/Scrum projects, V-Model, structured testing, creating an out of the box test approach.  Financial: KBC, ABNAmro, BNPParibasfortis, ING, Rabobank, Obvion.  Insurance: Heidelberger Leben, Zwitserleven, Interpolis, Clerical Medical/HBOS.  Technical: Proximus, Testhuis, Sony, TomTom, Vodafone, OCE, D-Reizen.  Automotive: Mercedes-Benz, Car Systems  Agronomic: Yara international.  Healthcare: Atrium Medical Centre, PIE Medical.  Other: Tjip, Atos Origin, Starbucks.  Certification: Scrum, ISTQB foundation, ISTQB Practitioner, TMap, Prince2.  **Education**  HTS-e telecommunications-TC, Hogeschool van Utrecht, Utrecht  1996 – 2000  MTS-e, Walram college, Sittard  1994 – 1996  Havo, OLC, Sittard  1986 – 1993 Ne, En, Du, Wi, Na, Sk, Bi, Ak  **Courses / Certification**   |  |  | | --- | --- | | Professional scrum with Kanban, PSK1  Professional Scrum Master I, PSM1  Professional Product Owner I, PSPO1  Professional Scrum Developer I, PSD1  Professional Agile Leadership I, PAL1  Scaled Professional Scrum, SPS  Prince2 foundation  TMap professional advanced  ISTQB practitioner  ISTQB foundation  Functional testing and test techniques | 2021  2020  2020  2020  2020  2020  2007  2007  2005  2004  2001 |   **Work Experience**  **Tester, Mercedes-Benz, Maastricht**  Augustus 2020 – July 2021   * Testing the Compass Siebel system in regards to defects and production problems. * Telephony testing of DTMF and in-band calls from the vehicles using TT-Workbench. * Setting up REST calls to test InApp calls to the Compass Siebel system. * Setting up SoapUI test leads that will be created in the Compass Siebel system * Amend the lead status in Swagger. * Stolen vehicle tracking. * Xentry portal lead handling and Compass@Dealer lead handling. * Regression testing of production release candidates. * Smoke testing production deployments. * Applications: Siebel, Jira, Confluence, SoapUI, Talend, TTWorkbench, Swaggger * Approach: Agile/Scrum, TMap, dev-test sessions, risk-based testing, heuristic exploratory testing.   **Test consultant, Car Systems, Heerlen**  February 2019 – June 2020   * Set up agile testing within the scrum teams. Get the testing-load off the PO. * Manage and monitor the scrum process. Putting responsibilities on the correct roles. * Help the teams to become more mature in the Scrum process. * Pick up functional QA, set up Dev-Test feedback loops, help the teams to focus on QA. * Set up computer aided Selenium testing for regression tests and release tests. * Perform iOS tests on the Carsys mobile app. * Applications: Jira, Confluence, Selenium, Eclipse, Cypress.io. * Approach: Agile/Scrum, TMap, dev-test sessions, risk-based testing, heuristic exploratory testing.   **Test lead, Yara international, Brussels/Dulmen/Warsaw/Paris/Varna/Oslo/Berlin**  June 2016 – April 2019   * Setup and manage functional testing of an agronomic nutrient management calculation web application (NMP). * Creating structured calculation test cases based on a number of complex algorithms. * End to end testing of the integrated applications using JSon outputs as test data. * Testing the integration of third-party application migrations into the NMP application. * Test execution of the calculation module, the Shopify website and legal documentation. * Perform iPad tests on the Webapp * Regular travel to Brussels, Dulmen, Warsaw, Varna, Oslo, Paris and Berlin. * Applications: Jira, Confluence, Shopify, Microsoft ALM Team Services, Selenium, Eclipse. * Approach: Agile/Scrum, V-model, TMap, ISTQB, risk-based testing, dataflow, decision tables, dev-test sessions, heuristic testing.     **Tester, Proximus, Brussels**  March 2016 – June 2016   * Setup and execution of the user acceptance tests of the Proximus customer portal. * Test billing, purchase of packages, and all the other actions a customer can do. * Creation of test data for the customer facing applications and their portal interfaces. * End to end testing between the portal and physical mobile iOS and Android devices. * Reporting on the test results and providing feedback to the project managers. * Applications: HP Quality Center ALM, SharePoint. * Approach: Agile/Scrum on new applications, waterfall on EDS, TMap, ISTQB, decision tables, elementary comparison, dataflow.   **Test manager, Starbucks EMEA, Amsterdam**  November 2015 – March 2016   * Managing a QA team of 3 offshore, 2 onshore testers and the new supplier. * Managing interface testing for the Oracle delivery application. * Creation of test plans, risk analysis and strategies. * Applications: Oracle EBS, HP Quality Center ALM, SharePoint. * Approach: Waterfall, TMap, ISTQB, risk-based testing, daily calls   **Project delivery manager, Heidelberger Leben Service Management, Heidelberg (DE)**  April 2004 – July 2015   * Test and development SME (test management, development management). * Analyzing the structure of development and testing. * Improving the development and testing structures and procedures. * Improving the development and testing processes (process management). * Off-shore partner management of testing and development (HCL). * Resource coordination. * Release coordination. * Governance control. * Change control board. * Project planning. * Team: 15 offshore, 5 onshore, 2 PM’s and the release team. * Approach: V-Model, TMap, ISTQB, TPI, gantt planning, dataflow, risk based approach.   **Tester, KBC, Leuven**  September 2013 – March 2014   * Testing the KBC touch web application and mobile app within a scrum project of 4 offshore and 4 onshore testers. * Attend daily stand-ups, perform two-weekly sprints, planning and retrospectives. * Creation of test scenario’s in Quality Center ALM. * Heuristic test approach of the KBC mobile banking application for both iOS and Android. * Applications: HP Quality Center ALM, Confluence, KBC Touch. * Approach: Agile/Scrum, TMap, ISTQB, TPI, data combination, mobile testing.   **Test lead, Sony corporate, Zaventem**  March 2013 – September 2013   * Setup and lead the user acceptance tests in a team of 5 testers for testing the new Sony Corporate website. * Test execution focused on the functionality and responsiveness of the website, iOS devices and android devices. * Creation of a flexible strategy on testing with regards to the changing specifications. * Stimulate the testers creativity by involvement and brainstorm sessions in the park. * IOS and Android tests on mobile devices. * Training and coaching of testers in heuristically testing the applications. * Applications: HP Quality Center ALM, Sony corporate website. * Approach: V-Model, TMap, ISTQB, TPI, dataflow, elementary comparison, boundary value analysis, mobile testing, risk-based approach.   **Test manager/ Release manager, Tjip, Helmond**  July 2012 – January 2013   * Managing the test setup and execution of the new mortgage application. * Coordination of the software releases. * Guide subject matter experts in testing the software. * E2E testing of the frontend and backend landscape for the application. * Testing together with multiple organizations (Stater, Tjip, ABNAmro). * Preparation of a load and performance test. * Replaced the project manager in his absence. * Coordination of the developers. * Perform daily stand-up meetings and one on one meetings. * Setup and update the planning, defect meetings and workload distribution. * Team: 2 testers, 3 users, 3 SME’s, 10 developers. * Approach: V-Model, TMap, ISTQB, TPI, dataflow, elementary comparison, boundary value analysis, risk-based approach.   **QA-lead, TomTom, Amsterdam**  May 2012 – July 2012   * Testing the developments of RDM within a scrum team of 5 developers, a PO and a scrum master. * Use REST messages to manipulate the actual Renault TomTom device. * Setup the agile test approach. * Document test scenario’s in wiki’s. * Setup of a base information document for future testers since none was available. * Applications: R-Link, REST plugin, ODS, Wiki’s, RDM web application. * Approach: Agile/Scrum, TMap, ISTQB, TPI, data combination, device testing.   **Tester, BNP Paribas Fortis, Brussels**  July 2011 – May 2012   * Setup of structured test scenarios and execute these for project Astre. * E2E tests from Unix test data system to the Norkom application. * Test improvement strategy with quick wins and slow wins. * Applications: HP Quality Center ALM, Norkom, Putty, WinSCP, Unix.   **Test manager, Atrium Medisch Centrum, Kerkrade**  January 2010 – June 2011   * Setup of structured test scenario’s and guide a structured test process for the implementation of the new HIS/EPD. * Test management, planning, creation and assist in: * The functional test execution of ALERT® using the business requirements. * Performance testing the new production environment of ALERT®. * Interface testing/ E2E testing. * Training and coaching of junior testers. * Lead 4 work groups, in total 25 persons. * Audit of the test process within ALERT in Porto. * Defect management, create defect process flows, reporting and the follow up. * Applications: Alert, Testlink, Mantis, Quicktest pro, BMC. * Approach: V-Model, TMap, ISTQB, TPI, risk-based testing, dataflow, boundary value analysis.   **Test consultant, Vodafone, Maastricht**  December 2010   * Proposal for a test process analysis and audit on internal and external testing.   **Sabbatical**  April 2009 – December 2009  **Test lead, ING Bank, Brussels**  September 2008 – March 2009   * Test lead for the projects Straight Loans Online, Finance Installment Loans. * Creation of test plans, perform risk analysis’ and write test reports. * Creation of structured test cases. * Assist in a CMMi setup. * Write functional documentation for Straight Loans Online. * Team: 4 testers * Applications: HP Quality Center, Isabel, Telelink. * Approach: V-model, waterfall, TMap, ISTQB, risk-based testing, dataflow, decision tables.   **Test lead, Zwitserleven, Amstelveen**  May 2008 – September 2008   * Test coordination for the projects MyWorkPlace, ZLine, Risicometing. * Analyzing risks, write test strategies, capacity planning, determining test planning. * Coaching of testers within a team of 6 testers. * Applications: Thispas, web applications. * Approach: V-model, waterfall, TMap, ISTQB, risk-based testing, dataflow, decision tables.   **Tester, Interpolis, Tilburg**  October 2007 – April 2008   * Creating structured acceptance tests for the data warehouse DLP for several projects. * Execute test cases by changing or entering data in Life/400. * Creation of cubes and distilling information, resulting from the input. * Applications: Life/400, Datawarehouse, Cognos, Powerplay, FLOWer * Approach: Scrum, V-model, waterfall, TMap, ISTQB, risk-based testing, dataflow.   **Test manager, Océ, Venlo**  May 2007 – October 2007   * Test management of a test team of 11 users and testers for the projects: Compass, STAR and D2Mpost. * Test planning, risk assessment, write the test strategy and test reporting. * Coaching of testers. * Approach: V-model, TMap, ISTQB, risk-based testing, TPI.   **Tester, Obvion, Heerlen**  March 2007 – May 2007   * Testing the calculation rules for project RAROC for Basel-II. * Automated testing on the contents of 4 files. * Processing of the segmentation tables based on the calculation rules and the data mapping. * Approach: Waterfall, TMap, ISTQB.   **Test lead, D-Reizen, Beverwijk**  October 2006 – March 2007   * Test coordination in the test team of 5 persons for project Homerun. * Setup structured testing of the front-end and back-end systems. * Reporting and defect management. * End to end testing the front-end and backend applications. * Coaching the testers. * Approach: V-model, TMap, ISTQB, Testframe, dataflow, decision tables.   **Test manager / Test lead, Clerical Medical, Maastricht**  July 2004 – October 2006   * Winner of the Top-achiever award in 2006. * Test coordination and test management of the test team of 11 persons. * Perform a regular TPI analysis to determine improvements in testing. * Implementation of structured testing within the V-model in the test organization. * Guide and coach colleagues in their testing activities. * Member of the Technical Architects Committee for projects change management. * Setup and maintain the planning for several projects. * Assist project managers in resourcing, estimating, etc. * Applications: Life/400 CLASS, HP Quality Center ALM, Visual SourceSafe, XMLSpy. * Approach: V-model, waterfall, TMap, ISTQB, risk-based testing, dataflow, decision tables, boundary value analysis.   **Tester, Atos Origin, Eindhoven**  January 2002 – July 2004   * Creation and execution of several test projects over a period of 2.5 years. * Applications: HP Quality Center ALM, Winrunner, Quicktest Pro.   **Tester, Pie Medical Imaging, Maastricht**  January 2001 – January 2002   * Create structured test cases, defect tracking and reporting test results. * Implementation of the Rational Unified Process (RUP). * Creation of Winrunner test scripts. * Applications: HP Quality Center ALM, Winrunner.   **Skills & competences**  **Testing**   |  |  |  |  | | --- | --- | --- | --- | | *Phases*  System testing  Functional acceptance testing  User acceptance testing  Regression testing  End to end testing  *Roles*  Test execution  Test coordination  Test management  *Applications*  Web application testing  Mobile application testing  Desktop application testing | · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · · | *Test techniques*  Dataflow  Decision tables  Data combination  Elementary comparison  Boundary value analysis  *Approach*  Agile testing  Structured testing  Risk requirement based testing  Exploratory testing  Heuristic testing  Context driven testing | · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · · |   **Methods**   |  |  |  |  | | --- | --- | --- | --- | | Scrum  V-Model  Waterfall  Prince2  Test process improvement | · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · · | ISTQB  TMap  Testframe  CMMi  RUP | · · · · ·  · · · · ·  · · · · ·  · · · · ·  · · · · · |   **Tools & interfaces**   |  |  |  |  | | --- | --- | --- | --- | | *Test tools*  Jira  HP Quality Center ALM  Selenium in Eclipse  Cypress.io | · · · · ·  · · · · ·  · · · · ·  · · · · · | XML  JSon  REST | · · · · ·  · · · · ·  · · · · · |   **References**  Nico Houben, Director, Car Systems  Nick Nijenhuis, Developer, Car Systems  Marion Zouteriks, Scrum master, Car Systems  Mark Finch, Development lead, Yara international  Olaf Hilgert, Head of IT, Heidelberger Leben  Surinder Sharma, Development manager, Heidelberger Leben  Frederieke Neelissen, Business analyst, Clerical Medical   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |