**Personal data**

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| Hans Steps  Elsloo  +31-6-4414 7171  info@hanssteps.nl  Nationality: Dutch  D.o.B.: 07-Feb-1974  Linkedin: https://www.linkedin.com/in/hanssteps/  Roles: Tester, Test consultant, Scrum master |  |  |

**Profile**

* 22 years experience in testing complex software products.
* 17 years hands-on testing experience.
* Coached numerous testers.
* Agile/Scrum projects, V-Model, structured testing, creating an out of the box test approach.
* Agronomic: Yara international.
* Automotive: Mercedes-Benz, Car Systems
* Financial: KBC, ABNAmro, BNPParibasfortis, ING, Rabobank, Obvion.
* Healthcare: Atrium Medical Centre, PIE Medical.
* Insurance: Heidelberger Leben, Zwitserleven, Interpolis, Clerical Medical/HBOS.
* Technical: Proximus, Testhuis, Sony, TomTom, Vodafone, OCE, D-Reizen.
* Other: Tjip, Atos Origin, Starbucks.
* Certification: Scrum PSM1, ISTQB foundation, ISTQB Practitioner, TMap, Prince2.
* Latest experience: Scrum, SAFE, Salesforce CRM, Siebel CRM, Tosca test automation, API’s, SoapUI, Postman

**Recent work experience (the last 5 years)**

**Sr. Tester, Mercedes-Benz CAC, Maastricht**

August-2020 – today

* SAFE-Agile Salesforce project Sirius, Agile Siebel project Compass CMS MMC
* Siebel-Compass CRM system testing, functional testing of the new functionality, End-End testing and regression testing.
* Creation of around thirty automated regression test scripts in Tricentis Tosca.
* Salesforce CRM system testing, functional testing of the new functionality.
* API testing using SoapUI, Postman and Talend (Chrome plugin) to check vehicle communication towards the CRM system.
* End to end DTMF and InBand telephony simulation of calls initiated by the Mercedes head unit.
* Bi-weekly sprints within a PI of 10 weeks of which the last sprint mainly focuses on cleanup, innovation and planning the next PI.
* Scrum master role after the CMS MMC scrum master left.
* Administration in Jira of user stories, defects, problem and test cases.
* Administration of procedures in Confluence.
* Salesforce inspector, developer console, workbench, SoapUI, Postman, Talend, Tosca, Jira, Confluence, DTMF, E-call router
* Agile/Scrum, SAFE, TMap, ISTQB

**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.

**Further work experience (details to be read on LinkedIn)**

* Tester, Proximus, Brussels - March 2016 – June 2016
* Test manager, Starbucks EMEA, Amsterdam - November 2015 – March 2016
* Project delivery manager, Heidelberger Leben Service Management, Heidelberg (DE) - April 2004 – July 2015
* Tester, KBC, Leuven - September 2013 – March 2014
* Test lead, Sony corporate, Zaventem - March 2013 – September 2013
* Test manager/ Release manager, Tjip, Helmond - July 2012 – January 2013
* QA-lead, TomTom, Amsterdam - May 2012 – July 2012
* Tester, BNP Paribas Fortis, Brussels - July 2011 – May 2012
* Test manager, Atrium Medisch Centrum, Kerkrade - January 2010 – June 2011
* Test consultant, Vodafone, Maastricht - December 2010
* Sabbatical - April 2009 – December 2009
* Test lead, ING Bank, Brussels - September 2008 – March 2009
* Test lead, Zwitserleven, Amstelveen - May 2008 – September 2008
* Tester, Interpolis, Tilburg - October 2007 – April 2008
* Test manager, Océ, Venlo - May 2007 – October 2007
* Tester, Obvion, Heerlen - March 2007 – May 2007
* Test lead, D-Reizen, Beverwijk - October 2006 – March 2007
* Test manager / Test lead, Clerical Medical, Maastricht - July 2004 – October 2006
* Tester, Atos Origin, Eindhoven - January 2002 – July 2004
* Tester, Pie Medical Imaging, Maastricht - January 2001 – January 2002

**References**

* Adrian Nedelcu, Manager, Mercedes-Benz
* Rik Vos, Tester, Mercedes-Benz
* 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

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| **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 | **Education**   * HTS-e telecommunications-TC, Hogeschool van Utrecht, Utrecht - 2000 * MTS-e, Walram college, Sittard - 1996 * Havo, OLC, Sittard - 1993 Ne, En, Du, Wi, Na, Sk, Bi, Ak |

**Skills & competences**

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| **Testing**  *Phases*  System testing ✓✓✓  Functional acceptance testing ✓✓✓  User acceptance testing ✓✓✓  Regression testing ✓✓✓  End to end testing ✓✓✓  *Test techniques*  Dataflow ✓✓✓  Decision tables ✓✓✓  Data combination ✓✓✓  Elementary comparison ✓✓✓  Boundary value analysis ✓✓✓  *Roles*  Test execution ✓✓✓  Test coordination ✓✓✓  Test management ✓✓✓ | *Approach*  Agile testing ✓✓✓  Structured testing ✓✓✓  Risk requirement-based testing ✓✓✓  Exploratory testing ✓✓✓  Heuristic testing ✓✓✓  Context driven testing ✓✓✓  *Applications*  Web application testing ✓✓✓  Mobile application testing ✓✓✓  Desktop application testing ✓✓✓  **Methods**  Scrum ✓✓✓  V-Model ✓✓✓  Waterfall ✓✓✓  Prince2 ✓✓  Test process improvement ✓✓✓ | SAFE ✓✓✓  ISTQB ✓✓✓  TMap ✓✓✓  Testframe ✓✓  CMMi ✓✓  RUP ✓✓  **Tools & interfaces**  Tricentis Tosca ✓✓  Jira ✓✓✓  Confluence ✓✓✓  HP ALM ✓✓✓  Selenium in Eclipse ✓✓  Cypress.io ✓  SoapUI ✓✓  Postman ✓✓  XML ✓✓✓  JSon ✓✓✓  REST ✓✓ | **Systems**  Siebel CRM ✓✓✓  Salesforce CRM ✓✓✓  **Languages**  Dutch ✓✓✓  English ✓✓✓  German ✓✓  French ✓ |