

Personal

Name: Vincent Grobben
Nationality: Dutch, Australian
Birth Date: 17-08-1982
City: Zaltbommel, Netherlands
Email: vgrobben@gmail.com
Mobile Phone: +31 (0)6-55895240
Languages: Dutch, English



Ambition

My ambition is to work in a challenging position as Test Manager in the IT service industry where aspects such as structuring processes and the implementation thereof would be central. I am looking for a position where I can form the link between management or IT and the technical departments hereunder. This with independent tasks assigned however being part of an interdisciplinary team.

Profile

I am a driven test professional with extensive experience in IT. I have gained my experience during the creation and support of new testing processes for large international players. I have high communication skills and love challenges in my work. I know how to combine my strong analytical skills and out-of-the-box thinking with a pragmatic approach. Finally, I would like to emphasize my commercial and organizational skills which I have developed as director of a medium sized company.

Key skills

AREAS OF EXPERTISE

- Agile / Scrum
- Prince2
- Test automation
- Migration projects
- Functional / Non-functional testing
- Infrastructure testing
- Project management
- Security

PROFESSIONAL ABILITIES

- Builds professional and positive relationship with different stakeholders
- Actively maintain awareness and understanding of current developments and best practice in testing.
- Deals efficiently with escalations and difficult situations/people under pressure
- Able to adapt to different company guidelines, standards and regulations.
- Ability to work with globally dispersed multi-cultural teams

MANAGERIAL ABILITIES

- Managing test teams.
- Strong influencing and Communication skills.
- Flexible attitude and positive approach.
- Ability to lead offshore testing teams.
- Experience of client facing roles.
- Constantly maintaining high levels of accuracy.
- Ability to quickly learn applications with minimal documentation
- Can translate business processes into clear and comprehensive test scenarios.
- Training and educating (new) test team members.

Education

Year: 2001 – 2005	Education: Bachelor of Information and Communication Technology, The Hague
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Additional Courses / Training

Course / Training:	Institute:	Year:
Professional Scrum Master	Firebrand	2014
Prince2 Practitioner	Firebrand / APMG	2014
Management Training	LSG Career Centre	2012
Course Test management	Logica CMG	2007
Course Communication skills	NCATB	2006
TMap professional Advanced	Sogeti / Exin	2005
Course functional English	ITA	2004
Course Prince2 Foundation	ING / Exin	2003
Course Working in Projects	NIMO	2003
ITIL	ING	2002
Course presentation skills	Didact	2001

Experience (short)

Period:	Company / Department:	Job Title:
31-05-2014 till present	International Card Services (ICS)	Test Coordinator
01-11-2007 till 31-04-2014	QualiTest	General Manager
01-11-2012 till 31-04-2014	T-Systems / Shell Global Account / NSD SAP	Test Manager
01-04-2011 till 31-04-2014	T-Systems / Shell Global Account / SHM	Test Manager
01-04-2010 till 31-03-2011	ABN Amro	Test Manager
01-02-2009 till 30-04-2009	Epona	Test Manager
01-08-2008 till 30-11-2008	Fortis Bank Nederland	Test Manager
01-04-2008 till 31-01-2009	Hot Item	Test Coordinator
01-11-2007 till 31-03-2008	PGGM	Test Manager
01-01-2007 till 31-10-2007	Logica CMG	Test Coordinator
01-12-2004 till 31-12-2006	ING Group, Test Services	Test Consultant, Test Coordinator
01-12-2003 till 30-11-2004	ING Group, HR Information Systems	Functional Domain Expert
01-10-2002 till 30-11-2003	ING Group, Resource Center	Functional Tester
01-03-2002 till 30-09-2002	ING Group, Re-assurance / Transatlantica	Administrator
01-12-2001 till 28-02-2002	ING Group, International Assignments	System Annalist, Web Developer
01-08-2001 till 30-09-2001	Flection	Hardware Specialist

Specifieke vakkennis

Methodologies		Environments / Platforms		Software		Domains	
Prince2	+++	MS Server ('03 '08)	+++	MS Excel	+++	VMware	+++
Agile / Scrum	+++	MS Windows	++	MS Office	++	Webbase	++
ITIL	++	MS Sharepoint	++	MS SQL Server	++	Citrix	++
Tmap Next	++	DOS	+	HP ALM/UFT (QC/QTP)	++	Security	++
Yourdon	++	UNIX	+	Selenium	+	Access Management	++
SOA	++	AIX/RS6000	+	Jira	+	SAP	+
TestFrame	++	Tandem/HP/NSK	+	Test Complete	+	Networking	+
Exploratory Testing	+	Mainframe	+	Oracle SQL Developer	+	MS RDP	+
ISTQB	+	Linux	+	MS Visual Studio	+	Cloud Computing	+

Experience:

Role: Test Coordinator
Period: May 2014 – present
Company: International Card Services (ICS)
Activities: Responsible for the creation of the overall test strategy describing the infrastructure validation for the a program which covers 3 infrastructure migration projects. Several external suppliers are involved for the design, delivery and setup for the infrastructure involved. The test strategy is based on TMap Infrastructure as well as on the internal strategy used for functional testing. Other activities listed in this project are:

- Delivery of Master test plans per project
- Determine resourcing and (detailed) planning / duration of the test process
- Conduct Product Risk Analyses per component
- Set-up of logical Test cases, review physical test cases
- Validation and reporting of the test progress and results
- Coordination of testing activities for testers, architects, developers, system engineers

Expertise: Tmap Infrastructure, VMware, infrastructure, networking, Jira, PRA, PCI DSS, Access management

Job Title: General Manager
Period: November 2007 – April 2014
Company: QualiTest
Activities: As a part of the management team, thinking about policy and structure within the organization. Organization of different marketing activities, arranging attendance on conferences like Euro Star, Test Automation Day and Testnet events. Attend at meetings with customers regarding the provision of test services. Recruiting new colleagues and setting up new campaign's for staff recruitment. The creation and support of various test projects at our customers. Since 2009 responsible for QualiTest Netherlands in the role of CEO. I was responsible for all the aspects of running a software testing company of 25 people (Financials, HR, Accounting, Sales, Resourcing and Administration). Involved in several acquisitions in 2011 and 2012. Responsible for the communication and reporting to the Headquarters in Israel and Sales management in the UK.

Expertise: Organizational Skills, Sales experience, HR / Recruitment experience, Administration

Job Title: Test Manager
Period: November 2012 – April 2014
Company: T-Systems / Shell Global Account / NSD SAP
Activities: Responsible for creating a new testing strategy and taking overall responsibility for testing deliverables for a new SAP hosting service being delivered by T-Systems towards Shell. This project is closely aligned with the overarching program established to manage the migration of all most confidential applications. The testing project covers not only infrastructure but mainly all processes around the order build and maintenance activities which need to be implemented for this new service. Activities listed in this role are:

- Define, agreeing and scope processes and deliverables within a service delivery environment.
- Develop a new testing strategy and all deliverables linked to this new strategy through constant liaison with stakeholders and other functions.
- Agreeing and producing a scope around testing documentation deliverables and ensuring that those deliverables are in-line with Shell and internal T-Systems expectations.
- Coordinate that all ITIL processes were in line with Shell and T-systems and followed correctly.
- Coordinate communication between customer, project and program resources globally.
- Manages testing scope and mitigation of risks
- Maintain positive relationships with all key customers and assist with issues or concerns.

Expertise: TMap, Shell PDF, Prince2, ITIL, Networking, Cisco, Junos, Juniper, MS SharePoint, VMware, Active Directory, DNS, Linux, MS Server 2003/2008, Oracle, MS IIS, Citrix, RDP, SQL Server, Dataford.

Job Title: Test Manager
Period: April 2011 – April 2014
Company: T-Systems / Shell Global Account / SHM
Activities: Responsible for managing the testing processes and taking overall responsibility for testing deliverables within multiple projects within the Secure Hosting Migration programme. This Secure Hosting Migration program is the overarching program established to manage the migration of all in-scope applications into the Secure Cell v2 environment. Security and compliance were important aspects of the migrations, identity and access management was done using 2 factor authentication methods using multiple well known instances (Junos, Juniper, Vasco authentication, etc.) Each individual application migration is managed as a separate project within the program. The project teams were spread globally between different countries, i.e. the US, Malaysia, South Africa, United Kingdom, Hungary, Slovakia and others.
Activities listed in this role are:

- Defining, agreeing and scoping testing processes, plans and deliverables within a migration environment through constant liaison with stakeholders.
- Agreeing and producing a scope around testing documentation deliverables and ensuring that those deliverables are in-line with Shell and internal expectations.
- Coordinate all technical functions to ensure testing plans are followed and executed.
- Coordinate communication between the customer and the project and program resources globally.
- Track and report team hours and manage project budget
- Manages testing scope and mitigates risk
- Maintain positive relationships with all key customers and assist them with issues or concerns.

Expertise: TMap, Shell PDF, Prince2, ITIL, Networking, Cisco, Junos, Juniper, MS SharePoint, VMware, Active Directory, DNS, Linux, MS Server 2003/2008, Oracle, MS IIS, Citrix, RDP, SQL Server, Dataford.

Job Title: Test Manager
Period: November 2008 – March 2011
Company: ABN Amro
Activities: Responsible for the test project of a financial package "Sophis Risque" acquired previously by Fortis and being implemented within ABN Amro. Within the overall project various interfaces with existing and the new ABN Amro systems were also included in the validation process. Work consisted of setting up the test process for the project, creating the Master Test Plan, Detailed test planning, setting up Quality Center, setting up a SharePoint environment, creation of Test Automation within the project, with the help of HP Quick Test Professional, manage the test team and process. Also involved in the internal test improvement process within ABN Amro. All internal test process were reviewed, analysed and professionalised. Implementation of test automation as part of the improvement process. Setting up templates for the testing process. The assignment was in a large and complex project where I had to deal with many dependencies and different interests concerning the project.
Expertise: Prince2, TMap, Sophis Risque, MTP, DTP, HP Quality Center 10, SharePoint, HP Quick Test Professional (QTP) Oracle SQL Developer, Derivatives, Citrix.

Job Title: Test Manager
Period: February 2009 – April 2009
Company: Epona
Activities: Responsible for a new test project at a small company which had no test process. The project involves one full time test coordinator on site and a team of testers in Israel. There are very small timelines, for this project Exploratory Testing was introduced. The application under test is a web application with the functionality to share your travel experiences using an online social network.
Expertise: Project Management, Prince2, Web testing, Test Complete

Job Title: Test Manager
Period: August 2008 – November 2008
Company: Fortis Bank Nederland
Activities: For the ABN Amro integration process in Fortis were several projects started. These projects consisted of the integration of several ABN Amro units within Fortis. The activities implied setting up the test process for 2 of these large projects, including several primary organizational processes and applications. Develop Master Test Plan, Test preparation Detail planning, determine layout of HP QC and the Coordination of these test projects.
Expertise: Prince2, TMap, MTP, DTP, HP Quality Center

Job Title: Test Coordinator
Period: April 2008 – January 2009
Company: Hot Item
Activities: Coordinate and test different projects in a Datawarehouse environment. These project where for clients such as ING, PCM, and KPN. The work also implied training and mentoring of junior test consultants. Involved in the creation of a structured test organization at Hot Item.
Expertise: Jira, EDI, Oracle SQL Developer, Test Complete, Agile, Datawarehouse

Job Title: Test Manager
Period: November 2007 – March 2008
Company: PGGM
Activities: Coordinate the activities in the test team. The project involved a web application to be tested and delivered under a large time pressure. This project was performed according to the Agile methodology, it involved the Coordination of User Acceptance Testing + System Test, Coordination and implementation of testing various SQL databases.
Expertise: TMap, Test Goal, Agile, MS SQL Server, MS SharePoint, MS Team Foundation Server

Job Title: Test Coordinator
Period: January 2007 – October 2007
Company: Logica CMG
Activities: Coordinate the activities in the test team. This According to the TMap & Prince2 methodologies. Taking over of the responsibilities of the Test Manager. Develop and coordinate offshore testing. Maintain the contacts with all off the involved departments form ING, as well as the main contractor as the end-user. Responsible for preparing reports and coordinate the findings.
Expertise: TMap, Prince2, HP Quality Center, HP Quick Test Professional (QTP)

Job Title: Test Consultant, Test Coordinator
Period: December 2004 – December 2006
Company: ING Group, test services
Activities: Writing the Test Plans, Intake test basis, establish the logical test specifications, writing the physical test specifications, writing test scripts, test plan construction, test output (functional and performance), record findings, retesting, maintenance of the test scenarios, evaluation of the tested object, setting up the advice report. The project involved an application / environment built to support the SOA architecture within ING. Responsible for a research to a new test environment, a project which was performed according to Prince2.
Expertise: TMap, Prince2, SOA, HP Quality Center, HP Quick Test Professional (QTP), Visual Basic

Job Title: **Functional Domain Expert**
Period: December 2003 – November 2004
Company: ING Group, HR Information Systems
Activities: Responsible for the design and construction of the various web pages (front-end) for ING recruitment. This involved both internal and external vacancy pages, including English, Dutch, German, Polish and French (www.ing.com / careers). Also responsible for checking the textual content of the pages, which were supplied by the different country site managers. In charge of the preparation of test scripts for the delivered pages and the coordination of test execution. Implementing and testing a new content management system was also a part of the job.
Expertise: Java, JavaScript, HTML, TMap, Adobe Photoshop, Adobe Illustrator, DNS.

Job Title **Functional Tester**
Period: October 2002 – November 2003
Company: ING Group, Resource Center
Activities: Creation and Execution of the physical test cases. This using stubs and drivers which are built for the test department. Developing of several files and applications which are used to call the stubs and driver programs. Responsible for the maintenance of a Visual Basic application that automated the tests. Reporting and controlling all found defects in MTD (Mercury Test Director. On-site training of the new employees. Complex environments, many different environments that communicated with each other. I was able to communicate in English with colleagues in Brussels. I worked together with testers from Cap Gemini and Sogeti and trained them.
Expertise: Visual Basic, Mercury Test Director, TAKT Suite, Test Automation

Job Title: **Administrator**
Period: March 2002 – September 2002
Company: ING Group, Re-assurance / Transatlantica
Activities: Investigate implementation of an automated scan system, used to digitalize the paper archive. Responsible for managing a complex UNIX application running on a stand-alone RS6000 Server, It was a system which stored all data from the reinsurance department "Transatlantica". Setting up complicated financial reports, using Excel. Write new procedures for the department, describing how they should use the mentioned system and get the data from it.
Expertise: Mainframe, UNIX, RS6000, Excel

Job Title: **System-analyst, Web Developer**
Period: December 2001 – February 2002
Company: ING Group, International Assignments
Activities: Responsible for an advice on the purchase of a package for development and evaluation of web surveys. Also responsible for building a new website and renovating some old parts of the website of ING International Assignments. This also involved adjusting a MS-Access database.
Expertise: HTML, Java, JavaScript, Web survey's, MS Access

Job Title: **Hardware Specialist**
Period: August 2001 – September 2001
Company: Flection
Activities: Responsible for repairing, upgrade and installation computers, servers and workstations.
Expertise: MS Windows, MS Server, Hardware knowledge

Personal interests

As volunteer I'm closely involved in a scouting group where sailing lessons are given to children in the age between 10 till 16. Furthermore I keep myself busy in my spare time with cycling, diving, sailing, construction work and I love to travel.