|  |  |
| --- | --- |
| **Contact** | Gender: MaleDate of Birth: 8th of December 1971Nationality: DutchStatus: MarriedWebsite: <http://kouwenhoven.fr>Email: alex@kouwenhoven.fr Tel Mobile: +33 6 4664 5222 |
| **Profile** | He has a Bachelor degree of Science (Bsc.) Information Science (Informatiekunde); his official titles are “Information Analyst” and “Systems Designer”.Alex speaks fluent Dutch, English, French and German. He speaks basic Russian because he is married to a Russian. He has working experience in 4 languages.His specialization is QA Test Automation and End to End Test Management of all types of systems like Loan, Credit, Insurance, Banking, CRM, ERP, CPQ, Sales, Ordering, Quotation, Pricing, OSS, BSS, Billing, Rating, PLC, Andon and Quality.Recent experience in known “Best of Breed, Configurable” systems: SAP (S4/HANA plus Fiori) connected to Salesforce SFDC with Apttus CLM, shopping cart (Quote to Cash), Configure Price Quote (CPQ), ConfigIT configurators and Navetti (Price Point) are systems that Alex has managed the onsite SIT and end-to-end UAT testing for.Alex also gives advice and presents Testing Best Practices and (TOM) Process Improvements to all team members and the client in e.g. a Test strategy document.He has worked with several methodologies like Waterfall, V-Model, SCRUM, Agile, Sprints and has managed requirements from gathering, design to implementation, covering them with Test Cases and managed the Testing phases until handover to BAU, using tracking tools like Jira, Confluence, Zephyr, MS Test Manager, IBM Rational DOORS, Tricentis Tosca Test suite and HP Quality Center, ALM and Microfocus Connect and Octane. My Bug tracking tool experience is vast and exquisite.Alex worked Freelance since 2001 on worldwide contracts and has lots of international experience working different sectors like Travel, Fintech, Banking, Finance, Accounting, Controlling, Engineering, (Re)Insurance, Manufacturing, Automotive and Telecom (Operational Support and Billing Support).He has worked for all 3 parties involved: Vendor, End Client and System Integrator. |
| **BusinessRoles** | Project Lead, QA Test Automation LeadTest Manager / Senior Test Manager / Test Lead / Test CoordinatorProgram Test Manager / Test Stream Leader / End to End Test ManagerBusiness Analyst (BA) and Senior Business AnalystFunctional Analyst (FA)Subject Matter Expert Billing (SME)Tester and Senior Tester (Test) |
| **Competence** |

|  |  |
| --- | --- |
| Loan/credit | BICCS, Green Agency, SICLID, CAM, POS, RFS-API, CTLM, +10 |
| Banking | Online banking, Consumer Credit, Lending and Leasing, Credit Card |
| Fintech | Billing, Core Banking, Acquiring, Issuing, Lending, Intercompany |
| Prod. | Manufacturing, Robotics, SPS/PLC’s, JIS/JIT Lineside, Logistics, IPS-L (Logistics), IPS-Q (Quality), IPS-C from IBS-systems; FMS NG, VFC |
| ERP | SAP (S4/HANA, R3), Microsoft Dynamics |
| CRM | SAP S4/Hana and SAP Fiori, R3, Salesforce (SFDC), Apttus (Order to Cash), MS Dynamics, Navetti Price Point, Remedy, Peoplesoft, Amdocs Clarify, e-HR, Salary and Bonus Planning (SBP), Pension rules calculation (Raet) |
| Telco Billing | Amdocs’ Clarify / Ensemble / Enabler; Intec’s Singl.eView; LHS BSCS (Ericsson); Oracle BRM / Portal’s Infranet |
| SWIFT | SWIFT Alliance Access (NT) as Operator & Manager |
| BI/ETL | Talend Data Warehouse (BI - DWH) / Business Intelligence HADOOP |

 |
| **Education** |

|  |  |  |
| --- | --- | --- |
| **University** | **Graduate** | **Title** |
| The Hague University (Information Science, Information Analyst; Systems Designer) | 1996 | Ing. Bsc. |

 |
| **Experience** |

|  |  |
| --- | --- |
| **Employer** | **Period (including)** |
| LogicaCMG (Telecom) | 1999 – 2000 |
| Getronics Banking & Salary/Benefits calc. | 1996 – 1998 |

 |
| **Languages** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Speak** | **Write** | **Read** |
| Dutch | Native | Native | Native |
| English | Fluent | Fluent | Fluent |
| German | Fluent | Fluent | Fluent |
| French | Fluent | Fluent | Fluent |
| Russian | Beginner | Beginner | Beginner |

 |

**Courses and certifications:**

* **Tricentis** Test Automation Specialist L1 and L2
* **Amdocs** on-site training (Israel): **Clarify, Ensemble & Enabler** (AMDD, AMR, FBF, EPC)
* **Singl.eView** operational training and familiarization training by INTEC
* Introduction into **BSCS** (Functional Overview, Services & Tariffs, Sales Administration, Resource Administration, Customer Administration, BSCS Batch Processing, General Ledger, Accounts Receivable)
* Convergent Billing Platform (**CBP**), Saville systems (End User introduction)
* **SWIFT** Alliance Access for Operator and Supervisor (La Hulpe, Belgium, SWIFT on site)
* Detailed knowledge in Dutch bank interfaces: Direct Debit (CLIEOP03), rejection (VERWINFO4.1), SWIFT payment files, AMEX Credit Card, Oracle Financials and collection agency files.
* Communication skills and Commercial aspects (CMG)
* Presentation is Communication (CMG)
* Salary Administration (RAET/Getronics)
* Social Security (RAET/Getronics)
* Information-analysis (RAET/Getronics)
* **SQL** (RAET/Getronics)

**Software and Tools:**

* **Tosca Testsuite (**Tricentis) integrated with **Jira, HP ALM and qTest/Testrail**
* **Microfocus ALM Octane**, hybrid; **HP Quality Center and HP-ALM as SaaS, TestDirector**
* **SAP S4 Hana / Fiori and SAP R3 (all modules)**
* **Salesforce CPQ / Apttus CPQ, Apttus Quote-to-Cash, Apttus CLM (Contract Lifecycle Managemnt)**
* **Navetti PricePoint**
* **Microsoft Dynamics AX 2012 R2 (in 5 languages!), Microsoft Test Manager**
* **Atlassian Jira & Confluence, Zephyr plugin, Structure plugin, X-Ray**
* **Selenium** automated tests scripts
* **TestLink** Open Source Test Management / Bugzilla / Mantis
* **Amdocs Ensemble / Enabler / Mobile Rater / Clarify CRM / CES 8.1 EPC, AMDD, FBF, Finance AR (receivables) /AP (payables), Collection, Rating, Billing, Mediation, Inventory, SIM & NM (Cramer)**
* SWIFT Alliance Access
* **e-HR, SBP, IPS-L, IPS-Q, Andon, GPS/LIS, FMS**
* Oracle, SQL, SQLPLUS, **TOAD**, MySQL, SQL queries, PL/SQL Stored Proc.and Triggers
* **DOORS, Test Manager, Requirements Pro (RP), ClearCase (CC) ClearQuest (CQ)(IBM)**
* **WinRunner** (Mercury HP), **Quick Test Pro (QTP)** (Mercury HP) automated test scripts
* **Performance Center was Load Runner** (Mercury HP), Load / Stress testing / High Volume
* **Unix (HPUX – SUN solaris) / VI /** AS400/DB2/OS400/RPG, Mainframe
* Oracle and Unix scripting (Shell, vshell, dshell), Perl scripting, Python scripting

**Career Overview**

[**WORKING EXPERIENCE FREELANCE**](http://alexkouw.free.fr/Freelance.htm)

|  |  |
| --- | --- |
| Jul 2020 – current | **Employer: Consors Finanz via Amaris** |
| **Project Lead, SPOC, QA Automation Lead** | Competence: Tricentis Tosca |

Single point of contact for the near shoring of the QA (Regression) Test Automation project. By optimizing Tricentis Tosca the testing time is significantly reduced. QA development is outsourced to Amaris Consulting (QAAS). All front-end and back-end applications are in scope for the complete end to end customer life cycle within CF (BNP Paribas, Cetelem). I performed the following activities:

1. Training in the complete End to End Business Processes of CF (including parameters)
2. Being trained in the 15 – 20 separate applications (products) that are in scope for Automation Testing.
3. Created and maintained the KPI’s for regression testing, baseline, and target.
4. Daily meetings with the near-shore QA automation team in Spain and CF in Germany
5. Supporting the QA automation team as the Tosca expert, guiding and training functionality, usage
6. Creating Test Automation Matrix Guidelines, Test Case Naming standard, Regression Test Types definitions, Action plan for phased approach and POC for QAAS.
7. Creating Automation Test Strategy, Test Code documentation and Tosca Upgrade documents
8. Performing the upgrade of Tosca Server, Tosca License Server, Tosca Commander, Add-ins.

|  |  |
| --- | --- |
| Mar 2020 – April 2020 (corona virus postponed) | **Employer: Amadeus via Atos** |
| **Senior Migration Manager ALM to Octane** | Competence: Microfocus experience |

Managing the migration from ALM to Octane using the Microfocus Migration tool. Managing the Microfocus Connect tool for Synchronisation to Octane. Initial setup of Automation testing and CI-CD integration. I performed following activities:

1. Stakeholder management, management reporting, creation of Stakeholder checklist.
2. Performing training sessions, using Atos training materials of use cases in ALM Octane.
3. Selection of ALM Projects to upgrade, creation of check lists for manual verification
4. Planning of the Project upgrades with business and Testing teams, priority and order
5. Configuration of ALM Octane Shared- and Workspaces, workflows, CI/CD, Jira, Confluence, Jenkins (UFT, Selenium, SAL, Geb spock, etc.) to match HP-ALM
6. Editing the upgrade scripts, source and target environments and analysing upgrade log
7. Running and Verification of upgrade scripts (API’s, log files, web, error correction)
8. Initial check after upgrade and communicating with Testing Teams

|  |  |
| --- | --- |
| Jan 2019 – July 2019 | **Employer: Wirecard via Krongaard** |
| **Senior Business Analyst** | Competence: Billing system experience |

Request for Information (RFI) for a Global Billing System. All Lines of Businesses are involved such as Acquiring, Issuing and intercompany. I performed following activities:

- Gathering Business Requirements, Creation of High-Level Requirements for RFI vendors

- Setup and configure Confluence & JIRA with add-ons Zephyr and structure (Epics and Stories)

- Creation of RFI, BRD and SRS documents from scratch

- Business process modelling in BIC Cloud (BPMN) – as-is and to-be processes

- Pre-selection of RFI vendors into a longlist and selection of vendors into short list

- Contacting vendors on the billing systems capabilities (send and receive the RFI)

- Onsite Presentations of software vendors capacity and capabilities to meet the Requirements

- Meetings with Software Integrator Partners (long-list) to select Partner for Analysis phase/RFP

- Contacting Partners on the availability and costs estimation (send and receive questionnaires)

- Onsite Presentations of short-listed Implementation partners

|  |  |
| --- | --- |
| March 2018 – May 2018 | **Employer: VACUUBRAND via SAP** |
| **SAP Test Manager** | Competence: SAP S4/HANA |

End to End - Test Management UAT & Integration Test of the following SAP modules:

- S4/Hana (SD, MM, FI, CO, PP, QM, CS)

- GTS (Global Trade Services)

- EWM (Extended Warehouse Management, Automatisches Kleinteilelager (AKL) Viastore)

- ATTP (Track and Trace) of production process

- HCM (Human Capital Management)

- BDE (Betriebsdatenerfassung, Plant Information Management System)

- ME (Manufacturing Execution)

|  |  |
| --- | --- |
| October 2016 – November 2017 | **Employer: ABB via TCS (Tata)** |
| **Test Manager “best-of-breed” solutions** | Competence: HP-ALM Octane, SAP S4/HANA & R3, Salesforce, Apttus, Navetti, ConfigIT |

As a Test Manager within the ABB Testing Team, I managed several Testing Projects:

1. SAP S4/Hana Order Management and SAP R3 Order Capture (Italy, Spain) plus Fiori Apps
2. Salesforce Regression testing and new functionality
3. Apttus CPQ, CLM Contract Lifecycle Management with X-Author in Ms-Word and DocuSign
4. Multiple Configurators to configure the ABB Global products Apttus shopping cart (Sweden)
5. Apttus Order 2 Cash shopping cart calculation and Order to SAP S4 (Switzerland, Poland)
6. Navetti PricePoint to manage prices of products and update price changes in SAP (Finland)
7. Organising EP and STS Regression testing Salesforce and Apttus CPQ & CLM

Activities I performed for each of the 7 projects:

* 1. Create Test Plan referring to the ABB Global Test Strategy
	2. Supervising the creation of the test cases, train the testers, setup of ALM, reporting
	3. Running daily morning stand-up and assign Test Cases / Defects to retest to Testers
	4. Running daily defect triage meetings during SIT and UAT with testers and PM’s
	5. Gathering signoff from IT (SIT) Gate 4 and Business (UAT) to pass Gate 5
	6. Running and organising Test Entry - and Test Exit gateway’s (report & advice to Ste-co)

|  |  |
| --- | --- |
| August 2015 – April 2016 | **Employer: General Re-insurance via Pro.** |
| **SAP Test Manager** | Competence: HP-ALM12, SAP FS-RI |

As the RAS 1B Test Lead I was directly responsible for managing 7 Test Execution Leads (TEL) from all work streams, regarding the test -preparation, - planning, gateway’s, - kick off and - execution (progress and defects). I was managing 75-100 testers located in 5 rooms in Cologne, being the first point of contact regarding testing (training, system access, support) of FS-RI functional customisations (requirements / MDL’s), configurations and Change Requests:

1. Managing Scenario Test SCT2 & SCT3, Data Migration (Load Cycle Test LC2, LC3 & LC4) and Legacy Test (LG1 & LG2) phases
	1. Running and organising Test Entry - and Exit gateway’s
	2. Test execution mainly took place in Cologne (GER), Stamford (USA) and Sydney (AUS)
	3. Running daily defect meetings with TEL and PM’s
2. I was responsible and accountable for the Testing room facilities (Hardware/Network), room allocation to testers and accepting an entire new floor for testing in Cologne.
3. Replacing the Gen Re International Test Manager

|  |  |
| --- | --- |
| July 2014 – December 2014 | **Employer: BMW AG** |
| **Test Manager VFC** **Vereinheitliche Fehler Codierung** | Competence: QC10, QC11.52, SAP |

Local Test Manager (Acceptance Testing) in Munich and Leipzig for all Defects, Problems, Issues and appropriate Rework activities of all BMW models, during production, maintenance (at dealers) or after sales of vehicles in 8 worldwide plants in German, English and Chinese language. Common Defect description of all BMW models for dealers, customers, production and suppliers (parts) to eliminate all Defects, zero error policy.

|  |  |
| --- | --- |
| January 2014 – July 2014 | **Employer: Griesser AG / Weinor** |
| **Test Consultant MS Dynamics AX 2012 R2** | Competence: End to End UAT Manufacturing / HP-ALM12 as SaaS |

Consultant during development and configuration, participating in Requirements gathering, System Test and System Integration Test for a full implementation in 5 languages (FR, EN, DE, IT, SP). During the End-To-End Business Process Testing (Abnahme / UAT), I organised the testing of all the business processes (Finance, Sales, Customer Service and Production) of this sun protection company.

1. Creation of a Test strategy, finding existing Requirements, Defects and Manuals
2. Selection of a Test Tool and managing HP Switzerland vendor (HP/QC ALM 12 as SaaS)
3. Configuring and importing existing defects and requirements, setup Releases and Cycles
4. Optimizing the Release Strategy from 1-month cycle to 2 months Cycle and include Testing

|  |  |
| --- | --- |
| May 2012 – October 2013 | **Employer: BMW UK and BMW AG** |
| **Test Manager FMS\_NG****Test manager PLC’s IPS-L PPE/PPZ Mini & BMW** | Competence: Robotics / QC10 / SAP |

1. Testmanager TEK (External Components), Testing of the end-to-end process “Injection Molding” of plastic/CFK body parts (Body Panels i03, Bumpers, M-Sport) via Paint Street, Pre-assembly, warehouse **SAP JIS/JIT**, Supermarket, Track and trace parts (TSP/ATTP).
2. Testmanager End to end Emulation Test and Go-live / Startup Manager (Inbetriebnahme) “Body in White” (SPS / PLC’s, M2M Communication, IPS-L PPE / IPS-T / IPS-Q / PPZ) – new Hall with robots delivered for the 1-series GT (LU45/LU46 Active Tourer/Grand Tourer).
3. Testmanager of a new next generation system for Bodywork, Paint and Assembly Defects and Rework Activities found during production of all BMW models for 8 worldwide plants in German and English. (America, South Africa, China, Germany and UK). Managing the preparation and execution of the Integration test in Leipzig by testers from 8 worldwide BMW plants and actively participating in Go-Live and cutover.
4. Giving independent test advice, creating test strategy / test concept and testing best practices (demonstrations) for multiple systems like Logistics (**SAP STARD**, IPS-L), Assembly (LIS/GPI, NAS, Andon), Quality (FMS, IPS-Q) and HR (**SAP R3**, eHR and SBP, SAP Support packs) for BMW & Mini & Rolls Royce plants at Goodwood, Hams Hall, Oxford & Swindon.
5. Test Manager making sure all IT systems (mentioned above) and end-to-end business processes like new “Body in White (PLC’s PPE/PPZ)”, “Paintshop”, “Logistics” and “Assembly” are ready for production of a new Mini-model (LU56)

|  |  |
| --- | --- |
| September 2011 – December 2011 | **Employer: Swisscom Switzerland** |
| **Project Manager FTTH Data Exchange** | Competence: OSS, FTTH + BSS (BRM) Talend ETL (DWH / BI) – HADOOP |

1. Project Manager (Agile environment) of an ETL / Business Intelligence implementation using Talend (Commercially Open Source JAVA based) connecting to OSS (GIS, FTTH) and BSS (Oracle BRM) systems having a big data (HADOOP) clustering architecture.
2. Single Point of Contact (SPOC) leading the Data Exchange and reporting between Swisscom and multiple Partners (roll-out of the FTTH network). Development done offsite by Consultancy. Management of Releases (CVS) and Versioning (subversion) within Sprint
3. Signoff and delivery of 3 Milestones and 4 Deliverables (Delivery objects): Project order, Project planning, Detail concept and Business Requirements (Business Rules workshops).
4. Responsible for Test strategy, Test plan and Test execution (test scripts ETL, reporting).

|  |  |
| --- | --- |
| December 2010 – March 2011 | **Employer: Telenet Belgium** |
| **Lead BA and Project Manager** | Competence: Amdocs Clarify CES8.1 |

1. Lead BA for the CES 8.1 implementation, Quick Wins and SLA manager projects
2. Later became Project Manager of 4 streams:
	1. Quick Wins (also called by Amdocs: Business Wins) CES 8.1 upgrade, OOB functionality to replace customized code or which solves an existing issue
		1. Amdocs Archiving --> selection and implementing of archiving solution (IBM Optim)
		2. Top 5 Priority issues to be solved by upgrading to CES8.1 with these quick wins
		3. All other issues solved by upgrading OOB or which require customization
	2. New SLA manager functionality, Amdocs CIM, Customer Interaction Manager Scripts.
	3. Decommissioning of Amdocs Clarify at another cable company (sister, daughter comp.)
	4. Amdocs Clarify CRM6.0.1, CRM, Ordering (OMS) upgrade to Amdocs CES 8.1 (Classic Client) and Amdocs CES Ordering 8.1

|  |  |
| --- | --- |
| April 2010 – July 2010 | **Employer: Digicel Martinique FWI** |
| **UAT Test Manager** | Competence: Intec Singl.eView 7 CBP |

I was responsible for the preparation and execution of the User Acceptance Testing of the new NSI Billing system. The current Mobi Master Billing module is replaced with the Singl.eView billing system:

1. Approval of the Intec Test Strategy
2. Creation of the Digicel Test Plan (including test strategy, resources, milestones)
3. Selection of an Open Source Test Management tool
4. Implementation of the System Requirements Specification (Management) SRS documents
5. Implementation of the Open Source Test Management Tool (including training of testers)
6. Implementation of the Open Source Bug Defect Management tool (including training)
7. Management of the Creation of Test Cases by 4 Testers from Haiti and 6 testers from the Finance Department
8. Management of the Execution of the Test Cases by the 4 testers from Haiti and 6 testers from the Finance Department
9. Coordination of the SIT (System Integration Test) of the 14 external systems connecting to Singl.eView via SOAP or batch interfaces
10. Coordination of the configuration of the Singl.eView DA and reference Tables (service provider data)
11. Management of defects to INTEC and management of the daily defect meetings with Finance, IT, Intec and project managers
12. **Release Management**, Versions, Hot-Fixes and upgrades of SIT and UAT environments
13. INTEC Release management, twice weekly delivery of bug fixes and releases into UAT
14. Progress reporting of the UAT phases test case creation and test case execution
15. Preparation of conditional Sign Off UAT

|  |  |
| --- | --- |
| July 2008 – September 2009 | **Employer: Astro Malaysia APAC** |
| 1. **Program Test Manager**
2. **Migration Manager**
3. **Solution Designer**
 | Competence: Amdocs CES 7.5 suite |

Transformation project from Amdocs 5.5 to Amdocs CES 7.5 suite (JAVA SMART client) which includes Billing, CRM, AMSS, Partner Management, Inventory and Ordering.

1. Program Test Manager managing directly all Astro Acceptance testing: UAT, BART (billing and revenue assurance testing; bill2bill comparison), PT phase 2 & 3 (Performance testing) and ORT (incl. go/no-go decision cutover). Controlling, overseeing all Amdocs system and integration testing: SST, ST, SIT and Performance Testing. UAT Testing Preparation based on Requirements, business processes and AS-IS functionality together with HLS, HLD, TDD and OOB 7.5 screen prints/dumps using HP Quality Center 9.2.
2. Migration Manager, responsible for migration strategy (Flash cut vs. Phased migration), migration plan (Timeline), dumps, rehearsals, source and target data migration mapping, migration testing, data cleanup, data massaging, data purging, data archiving and data conversion strategy (temp tables, table space, AF).
3. Solution Designer responsible for reviewing and advising Astro in signoff of the High Level Solution (HLS), Detailed Design (HLD. TDD), Business Requirements tracability matrix (RTM) and Interface detailed design (IDD). The RTM and Business requirements are tracked using Rational REQ PRo Tool linked to Quality Center using the QC plugin. Versions of software and code drops are tracked using Rational’s ClearCase and Risks, Issues, Actions and Defects are tracked using customized Rational ClearQuest (RAID)

|  |  |
| --- | --- |
| December 2007 – July 2008 | **Employer: Alfa (Fal Dete Telecom)** |
| **Role: Test Manager / Subject Matter Expert** | Competence: Intec Singl.eView 6 |

Lebanon's biggest telecom operator was changing its current billing system to Singl.eView. I was both onsite in Beirut as well as working offsite from home to create the testing strategy and the high level testing plan for the implementation of Intec's Singl.eView.

I was responsible to define, design, develop, implement, lead and transfer expertise for the end-to-end Test Process. I came into a project and company where there was no existing structured formal testing capability and I created such a capability from scratch. I was the only subject matter expert in this field onsite. I installed, trained and configured Test Director. During my second trip to Beirut I trained the testers and test manager in how to use Test Director and how to create test cases from the business processes and the SoW (Statement of Work) documents where the detailed functional- and business requirements are described. I trained the test manager in reporting progress, results and statistics.

|  |  |
| --- | --- |
| June 2008 | **Employer: Togo Telecom** |
| **Role: IT Auditor** | Competence: Customer Care and Billing systems expert  |

I was both onsite in Lomé as working offsite in Sophia Antipolis for the preparation and execution of an information system (IS) audit for the biggest operator in Togo. The recommendation report described the current situation, a summary of the interviews, the work in progress and the proposed solutions to adopt.

|  |  |
| --- | --- |
| July 2006 – June 2007 | **Employer: T-Mobile** |
| **Role: Test Stream Leader / Senior Test Manager Disaster Recovery** | **Competence: Amdocs Ensemble, Amdocs Mobile Rater, DR, BCP** |

I was working for Amdocs at [T-Mobile](http://alexkouw.free.fr/t-mobile.htm) in Hatfield as a Test Stream Leader. I was responsible for testing the complete DR (Disaster Recovery), High Volume project.
I have successfully leaded according to plan, the capability test. Signoff is received from the business by IS Quality, two weeks before the deadline. This was an important Amdocs project (payment) milestone.
After this milestone I finished on time and according to plan the sanity test, regression test (both manual and automated using WinRunner) and the new functionality test. In parallel I managed the interface testing and I coordinated the development of the test scripts. Before the 3 end-to-end cycles to prove the final KPI, I have led the performance testing (Performance Center) to show that Amdocs meets the KPI's agreed with the client (T-Mobile). The “non-production” testing, “business as usual” testing I organized as well. I was permanently leading 5 / 6 testers plus 2 automation testers and 2 / 3 performance load stress testers, making a total of 10 testers maximum. In total I managed > 100 man month’s total

|  |  |
| --- | --- |
| December 2005 – March 2006 | **Employer: Wanadoo** |
| **Role: Portal/Infranet Application Specialist / Implementation – Release Manager** | Competence: **Portal Infranet****TMAP Process** |

Environment: Wanadoo was changing its brand and name to Orange and had to restructure products and systems to accommodate this. Livebox is promoted, customer base is growing quite rapidly, but the competition in Adsl is strong and can change quickly.

Tasks and responsibilities:

1. Manage the Monthly Bill Run;

2. Manage the Infranet application; Upgrade/Install TEST, INT and PROD environments via (Python, Perl) test Scripting. **Release Management of Releases, sub-Versions and Hot-fixes**

3. Monitor and tune the Infranet application;

4. Communication and administrative duties

Result: 1 new Infranet upgrade installed successfully and 1 planned for end of January. Start rebranding (freeze) and major Infranet upgrade in March.

|  |  |
| --- | --- |
| January 2005 – July 2005 | **Employer: Orange** |
| **Role: End to end system tester (2 new Amdocs releases) - Project / Test Manager** | Competence: 2 Amdocs releases, Remedy CRM |

Environment: hectic, Orange is trying to catch up with Swisscom (UMTS, CRBT, etc.)

Regression testing, new functionality test of **Amdocs releases** (big UMTS), test management and execution of tests.

Project management of several smaller projects like Smartphone / Embedded devices testing (UMTS) both devices "in house" and "in test house", Caller Ring Back Tone (CRBT), JAVA PC Application to send Text messages (SMS mailer), IVR upgrade, Selective Home Routing (SHR, CAMEL) implementation, which all have been put in production.

Result: 2 Amdocs releases went to production, SMS mailer live, UMTS is live, new IVR tree went live after fixes. CRBT planned mid 2006 for production.

|  |  |
| --- | --- |
| May 2004 – October 2004 | **Employer: Swisscom** |
| **Role: End to end test Manager ‘mobile unlimited’** | Competence: BSCS, **Portal Infranet** |

Environment: The new 4-in-1 PC Card accommodates 4 technologies: UMTS, WLAN (WiFi), Bluetooth and GPRS. The costs of the data communication (per MB) are independent of the used technology.

Tasks and responsibilities: I was the **billing (BSCS/Infranet)** and testing expert in a team of 4, which was part of the global End-to-End test (25 people). I was responsible for detailed end to end planning and describing of the activities in all test phases (Functional, non-Functional, Performance test, Stress test) with expected results. Test execution, drive tests, connection tests (Wifi certification and security (encrypted, non-encrypted), BT, GPRS, UMTS, HSDPA), Mediation and Rating through Billing to the Invoice. Bugs analysis and reporting - Bugs reproduction and debugging.

Result: UMTS/HSDPA went live as scheduled; Portal Infranet is the Swisscom billing system. BSCS was replaced by Portal in the BEPPI project in 2006.

|  |  |
| --- | --- |
| February 2003 – March 2004 | **Employer: Cable & Wireless** |
| **Role: key role in testing, support and analyzing** | Competence: Amdocs Ensemble |

Environment: This implementation of Ensemble consists of 12 different Caribbean countries (e.g. CAY, JAM and BAR). In order to know all local reference data, people from the islands came to Barbados to support preparation and executing of the tests.

I was the LAT (Local Acceptance Test) expert in a team of 3 persons, which was responsible for testing ALL modules of the Amdocs billing system. Creating test plans with detailed test cases for SIM, NM, MAF and MPS modules. During migration to production, I assisted Cable & Wireless in loading the production SIM cards and connecting the TallySoft POS application ([www.tallysoft.com](http://www.tallysoft.com)) to Ensemble

Result: Amdocs went live with (network) problems beyond our control. Testing was a success for all islands.

|  |  |
| --- | --- |
| September 2002 – February 2003 | **Employer: Deutsche Telekom** |
| **Role: functional expert, operational experience** | Competence: Amdocs MAF/MPS rating module |

Environment: These modules are calculating the fixed net usage for major customers. These major customers have offices in several countries and have leased lines from DT. Therefore they can call for special rates. Also volume discounts and other discounts are calculated.

I was describing the business and system processes, preparing the test cases based on specifications and planned the testing. Management of test cases, bugs, errors, failures, version and (hot) fixes. Participating and giving support in system-, regression-, acceptance- and parallel testing of Amdocs Ensemble system.

|  |  |
| --- | --- |
| February 2002 – July 2002 | **Employer: Vimpelcom** |
| **Role: ongoing support, statistics** | Competence: Amdocs Ensemble |

I was a member of the OGS (On-Going Support) expert team of 4, which was responsible for ALL daily operations of Vimpelcom in Moscow. This production support includes CSM/POS, RM, AR, Switch, MAF, MPS, Billing, In-collect, Out-collect and EOD. The job also includes nightshifts and training of the operators. I performed support for the following Amdocs modules: POS, MAF, MPS, CSM and Finance (Receivables, Payables and Collection). I was involved in all operational issues and supporting the Helpdesk. During the migration and initial live stage of the Ensemble billing system, we handled all operations.

Result: customer database went from 0 to 500.000 subscribers in 6 months and Vimpelcom is together with MTS market leader with 40%. Megafon and others take 10% market share.

|  |  |
| --- | --- |
| January 2001 – August 2001 | **Employer: MMO Vodafone (D2)** |
| **Roles: Friendly Customer Test Manager and UAT tester** | Competence: Amdocs ensemble production Readiness Testing |

1. Managing the Friendly Customer Test (FCT) in the pre-production test-team Amdocs Ensemble implementation. The FCT is an Operational Readiness Test (ORT) in a production-like environment. The participants are real subscribers with existing mobile and fixed net connections, who are either activated in Ensemble or in the legacy system (migrated). All tests are performed by the organization as a final check before production.
2. Participating in the UAT (User Acceptance Test) Amdocs Accounts Receivable, with main focus on Collection. The pre-defined tests are performed according to the MMO methods and standards.

[**WORKING EXPERIENCE TELECOM CONSULTANCY**](http://alexkouw.free.fr/Consultancy.htm)

***CMG Telecommunications and Utilities***

January 1999 – December 2000

Talkline Netherlands B.V. (Baarn, Netherlands) and Talkline Germany GmbH. (Hamburg, Germany)

October 1999 – December 2000

The goal of this project was to replace the old billing system BSCS with the new Amdocs Ensemble billing system. I was trained by Amdocs in Israel in all modules and its functionality.

KPN-Telecom (Utrecht, Netherlands)

July 1999 – August 1999

* Create and deliver documents according to the KPN standards to the management organization.

These documents were needed to let the internal implementation organization maintain and implement the application SBS, a fixed net Telephone Project Management System. The documents were accepted and formally handed over.

SWISSCOM (Utrecht, Netherlands)

May 1999 – June 1999

* Create and deliver a new version of the Command Handler, which is part of a point of sale system, also known as MTDS (Mobile Telephone Dealer System).

United Telekabel Holding UTH, UPC (Rotterdam and Eindhoven, Netherlands)

January 1999 – March 1999

* Describe the Finance (Billing and Collection) Processes at Enertel Rotterdam. The Finance processes needed to be imbedded in the organizational structure of the UPC.

[**WORKING EXPERIENCE NON-TELECOM CONSULTANCY**](http://alexkouw.free.fr/Consultancy.htm)

ABN AMRO Bank

May 1998 – December 1998

In order to standardize the distribution of SWIFT messages within the ABN AMRO Bank, I coordinated the worldwide implementation of a new SWIFT gateway (SWIFT Alliance Access). Activities were managing hardware purchase, installation (SWIFT), customization (routing), testing and go-live.

USZO (Social Security Institution)

July 1996 – April 1998

Design and maintain rules for relevant social security law (unemployment / pension benefits). These rules are used as input for generating a new salary and social security calculation system. The generations of application code by flexible generators (which generate code by inputting new rules) improve the speed of creating new applications (AS400 systems/ RPG).

[**GRADUATION EXPERIENCE INTERNSHIP PROJECTS**](http://alexkouw.free.fr/Internship.htm)

Deloitte & Touche (DTTI International) 1995 – 1996 (100 working days)

Rijkswaterstaat (VWS) 1994 – 1994 (100 working days)