

Curriculum Vitae

Name: Herren Mobile: 027 5454 834
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Personal Attributes

Endorsement from written reference:

- “Nic was quick to learn the software ... and showed more ability than most staff in this area”
- “He continually thinks past the actual task that he is performing, always searching for a better way for the process to work”
- “His commitment and enthusiasm and most of all, his quality consciousness and enquiring mind...”
- “He continually displayed the ability to get on well with all staff, under the trying conditions....”
- “He is skilled at thinking outside the boundaries of the current development scope to find those issues that a regimented approach alone would not.”

Specific Skills and Strengths

- Generalist with a wide experience
- Attention to details
- Leading through example

Brief IT Employment History

- Director of LiteIT Limited, Onetangi April 2007 – present
- Contract Test Analyst at Prism Software, Auckland December 2006 – March 2007
- Contract Test Analyst at Synergy International/Fronde, Auckland July 2006 – March 2007
- Contract Test Analyst at Orion Health, Auckland February 2006 – July 2006
- Contract Test Analyst at Prism Software, Auckland July 2005 – December 2005
- Contract Test Analyst at Synergy International, Auckland February 2005 – August 2005
- Contract BA/QA at Geneva Building Ltd, Sydney July– September + November 2004
- Contract Test Analyst at Unisys, Auckland April 2004 – Mai 2004
- Contract BA/QA at Geneva Building Ltd, Sydney December 2003 – March 2004
- Contract Test Analyst at The Atlantis Group Ltd, Auckland October 2003
- QA Manager at enSynergy Consulting Ltd, Auckland 2001-August 2003
- QA Officer at Prism Software Ltd., Auckland 1999-2001
- Application Manager at Credit Suisse Leasing , Zurich/Switzerland 1995-1999

Previous (non-IT) positions in Switzerland:

Sales manager/ administration at the Credit Suisse Leasing, Employee (responsible for the staff, administration) at the Restaurant Kurve, Contract Translator (German to French) at the SSIV, Employed as specialist and stand-in for the manager at Cosmos Real Estate Trust Ltd , Employee (property management) at Titag Ltd, Contract Bank clerk at Berner Kantonalbank, - Different stand-in positions as teacher at the High schools of Thun and Interlaken

Training

- Primary & Secondary School in Morges/Switzerland
- High school in Thun/Switzerland (Matura Type C)
- University of Berne/Switzerland, Faculty Phil.-Nat., Subjects: mathematics, philosophy
- SVIT-Technical course Bernese Ability Report as Real Estate Trustee
- SVIT-Technical course Bernese Ability Report as Real Estate Administrator
- Waiters-course Aargauien Restaurant Proprietors Association
- IBM AS/400 Basics Workshop, Operator Workshop
- LotusNotes System Administration Course
- Business Analyst Basics Course
- University of Auckland Coaching and Mentoring Short Course

Languages

- French (mother tongue), German, English (Oxford International Business English Certificate at Executive Level)

Referees and References

Written references available at interview

- Referees:
- Helen Walters, (ex) Operation Services Manager, Quipa Ltd 021 578 717
 - Richard Scott-Will-Harknett, (ex) Client Services Manager, Fronde Systems Group Ltd 06 855 49 44
 - Tony Marinovic, (ex) Product Manager, Prism Software Ltd 021 959 666

Contract Test Analyst at Synergy International, Auckland

February 2005 – August 2005

Initial three months contract to perform UAT on several services for the latest project for one their clients, a world leading telco company. The tasks included

- Write test scripts based mainly on storyboards
- Provide leadership and support to another short time contract Test Analyst
- Perform the testing within tight deadlines
- Liaise with third party providers to resolve issues as well as in house BA's and the client to clarify requirements
- Escalate issues with the appropriate contacts where needed
- Report back to the Project Manager
- Hand-over to the marketing department of the client

The testing was performed using emulators (Proxomitron/Opera) as well as a variety of handsets.

Further, some basic Ingres/SQL knowledge was needed to check databases, etc.

For more information about Synergy International, please refer to <http://www.synergy.co.nz/>

Contract BA/QA at Geneva Building Ltd, Sydney

July - September + November 2004

Continuation of the contract below for several enhancements made to the system

Contract Test Analyst at Unisys, Auckland

April 2004 – Mai 2004

Short term contract to perform system & regression testing of ACE software on a Progress database running on Unix, with special attention to the customisation of their client, a large New Zealand retailer in the building industry.

This included reviewing and updating existing test scripts as well as creating new ones.

On a side line, I trained the newly hired permanent test analyst in the use of ACE and Ingres.

For more information about Unisys, please refer to <http://www.unisys.co.nz/home/>

Contract BA/QA at Geneva Building Ltd, Sydney

December 2003 – March 2004

Geneva Building Ltd is a small company (10 employees) specialised in building renovations. Due to recent growth, they realised the need of a customised system (written in MS Access) for stock control (inventory) as well as accounts (AP, AR, CB, GL and Payroll).

Main tasks:

- Analyse, improve and document business workflow
- Verify the specification for completeness, accuracy and compatibility with the business workflow
- Verify the database design
- Create System test suite and UAT test suite
- Write user documentation for the application
- Overall QA of the application created

This is an ongoing, part-time commitment, fulfilled mostly off-site.

Contract Test Analyst at The Atlantis Group Ltd, Auckland

October 2003

2 weeks contract to test a data transformation application (SQL Server 2000) destined for one of NZ largest banks.

This included to review existing and create new test scripts

For more information about The Atlantis Group, please refer to <http://www.atlantis.co.nz>

enSynergy Consulting Ltd maintains and enhances a Practice Management System (Fusion) running on Ingres. It develops several add-on applications in Delphi running on SQL databases on a 3-tier technology.

Customers worldwide are very large accountancy firms.

Since April 2003, new developments have started for applications supporting the wholesale travel industry (written in Java) as well as an application (written in C#) for handheld computers.

For more information concerning enSynergy Consulting Ltd., please see <http://www.ensynergy.co.nz>

Main tasks:

- Lead the QA Team
- Responsible for the products quality

This includes to:

- Assist, lead, teach the team in all QA tasks
- Planning of the testing activities and resources
- Optimise and enforce internal procedures for and between the QA, Development and Customer Services team
- Verify the products in all aspects and at all stages of the SDLC
- Report to the General Manager

Achievements:

- Set and implemented QA procedures standards
- Ensured that specifications were well documented, understood by client and developers, went through the QA process
- Set and implemented test plans for each of the company's products.
- Raised quality awareness within the Development team (i.e. the importance of peer checking)
- Evaluation and recommendation of an automated testing tool (TestComplete), which is now in implementation

QA Officer at Prism Software Ltd, Auckland

1999-2001

Prism Software Ltd is the market leader for MIS systems specialised for the printing industry.

For more information concerning the Prism Group, refer to <http://www.prism-world.com/>

Main task:

- Lead the QA Team, hence ensuring that the products delivered to the BU (Business Units) have as little defects as possible

This includes to:

- Assist, lead, teach the team in all QA tasks
- Liaise between BU & developers
- Assist developers in respect of customer expectations/specifications
- Verify the products in all aspects and at all stages of the SDLC
- Design, create, document and maintain tests (regr. tests, load tests, etc.)
- First level support of BU
- Track, investigate and follow-up reported problems/enhancement wishes

Other task:

- Reporting to the Product Manager & the CTO (Developer/QA progress & hours, BU priorities, etc.)

Achievements:

- Set and implemented QA procedures standards
- Designed and implemented a new tracking database (MS Access)
- Built up a regression test suite of around 60 tests (400 test cases) using available "action script" functionality
- Significantly improved the quality of the of Prism WIN

Credit Suisse Leasing is a sub-company of the Credit Suisse, one of the leading banking companies in Switzerland, specialised in the leasing of investment goods (machinery, plants, etc.), vehicles (cars, yachts), real estate (business buildings) and aeroplanes.

In between, this company has been fully integrated within the CREDIT-SUISSE GROUP.
(i.e. see <https://entry.credit-suisse.ch/csfs/p/cb/en/finanzierungen/leasing/index.jsp>)

Main task:

Responsible for the 2 main applications running on AS/400:

- ASW-FIN (financial package, see <http://www.ibsab.com/>)
- FLS (Finance Lease System, see <http://www.leaseware.ch/fls.html>)

This includes:

- Identify, design and write the specifications for software changes
- Lead and supervise the programmers
- Test the resulting modifications (including writing the test scripts)
- Implementation
- Schooling of the staff
- Drawing up documentation and user guides
- Trouble-shooting, first & second level support
- Database analyses, fix corrupt databases (DFU, SQL)

To better identify the changes to be done as well as the consequences of them, I followed a business analyst course. This course also contained testing, learning and presentation techniques, project procedures, etc.

Other tasks:

- Deputy of the system manager (AS/400)
Ensure the full functionality of the AS/400, secure the output, trouble-shooting
- Provide the management with immediate information through ad-hoc evaluation studies (query)

Achievements:

- Replaced OV/400 with ITP (Individual Text Production, see <http://www.aia.nl/>)
- Build an online MIS based on queries, CL's
- Helped in the design and workflow of the POS-system (point of sale), ensured that the data was complete and correct, ensured high quality and user-friendliness (both in-house and customers).

We have been the first company to use IBM's Domino-server with LotusNotes as an interface to build this application. Credit Suisse Leasing hence got development partner of IBM.

For this, I followed a course of LotusNotes administrator.

- Outsource the mass output to the Credit Suisse printing factory using ConnectDirect
- Raise significantly the knowledge of the Staff in the applications (including LotusNotes)
- Analysis of the FLS and ASW-FIN in respect of Y2K
- Setting up of test procedure standards within Credit Suisse Leasing