



DAVID HAIGH

SENIOR QUALITY ENGINEER

PERSONAL PROFILE

I am a Quality Engineer trained in UI & API test automation, Micro-services and Exploratory testing. I work predominantly in high pressure Agile, BDD, CI/CD cloud based environments and I test web and mobile based applications in the domains of insurance, loyalty and flight booking systems.

TECHNICAL SKILLS

JavaScript, NodeJS	● ● ● ● ●
HTML CSS	● ● ● ● ●
API test automation	● ● ● ● ●
UI test automation	● ● ● ● ●
MongoDB, SQL	● ● ● ● ●
CI/CD, Git, Github	● ● ● ● ●
AWS, DynamoDB	● ● ● ● ●

EDUCATION

- 2019 - Cypress Test Automaton (Test-Ed)
- 2017 - Web Developer Bootcamp Online Course (Colt Steele)
- 2017 - Technical Web Testing 101 Online Course (Alan Richardson)
- 2015 - Kick Start Software Test Training Course (WorkVentures Limited)
- 2015 - Software Testing (Testing Times, Anne-Marie Charrett)
- 2015 - Certificate II in Business (TAFE)
- 2014 - Certificate III in Information Digital Media and Technology (Web Technologies)(TAFE)
- 2014 - Certificate II in Information Digital Media and Technology (TAFE)
- 2014 - Certificate I in Work Preparation (MDS Training)
- 2013 - Year 12 HSC (Mater Dei School, Camden)

TOOLS & CAPABILITIES

- Tools: Jira, Cypress, Percy, Charles, TestCafe, soapUI, Axios, Postman, Cloud 9, MongoDB, Karate, NodeJS, Express, jQuery, Bootstrap Semantic UI, Xmind, AWS, DynamoDB, S3, Dockers & Containers, MySQL
- Testing (Black Box, White Box, End to End, Usability, Functional, System, Cross-Browser, Manual, Scripted, Agile and Exploratory)
- Critical thinking and ask useful questions in the context of software testing.

CURRENT WORK EXPERIENCE

Senior Quality Engineer Qantas Loyalty

QANTAS LOYALTY 2018-2019, MAY 2020 TO PRESENT
QANTAS AIRLINES JAN 2020 TO PRESENT

- Eliciting and understanding requirements
- Designing test strategies, plans & scripts
- Adding issues and bug tracking in Jira
- UI and API Test automation of web apps, service & mobile apps
- Testing front-end UI, back-end/Micro-services
- Writing release plans
- Currently Sole QA under the Test Manager



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<https://portfolio.dhaigh.app>
<https://github.com/Dhaigh94>



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HOBBIES & INTERESTS



- Occasional trainer for Test-Ed training in Git, CircleCI and Cypress.io
- Attend Sydney Testers Meetups and Quality Engineering Meetups
- See my [portfolio](#) and [github](#) for my personal coding and automation projects

EMPLOYMENT HISTORY

Qantas Loyalty (Insurance Unit)

SENIOR QUALITY ENGINEER - MAY 2020 TO PRESENT

Qantas Airline (Permanent)

QUALITY ANALYST - JAN 2020 TO PRESENT

Qantas Loyalty (Contract)

QA ENGINEER - MAR 2018 TO DEC 2019

Lorica Health (Contract)

JUNIOR TEST ANALYST ENGINEER - MAY 2017 TO AUG 2017

CareerVentures - Division of WorkVentures

TECHNICAL & BUSINESS SUPPORT - JAN 2016 TO NOV 2016

Kartel Digital

SOFTWARE TESTER INTERNSHIP - AUG 2016 TO SEP 2016

RESUME OVERVIEW

As a Senior Quality Engineer with specialized training in UI & API test automation, I bring my expertise to microservices and exploratory testing. My professional journey has exposed me to the fast-paced, high-pressure environments of Agile, BDD, and CI/CD, predominantly in cloud-based settings. I have honed my skills through extensive testing of web and mobile applications, primarily in the sectors of insurance, loyalty programs, and flight booking systems.

CORE RESPONSIBILITIES

- Direct liaison with stakeholders for eliciting and comprehending system requirements.
- Architecting comprehensive test strategies and formulating detailed test plans and scripts.
- Effective management and logging of defects in Jira.
- Automating tests for UI and API of web applications, services, and mobile platforms.
- Diligent testing of both the front-end UI and intricate back-end microservices.
- Crafting release plans to ensure the smooth rollout of features and fixes.
- Under the guidance of the Test Manager, I stand as the principal QA authority in my division, consistently driving quality and assurance standards.

CHARACTER REFERENCES

Alejandro Sanchez Giraldo | QA Manager at Qantas Loyalty (Ex)

Andy Andrew | Principal Quality Engineer - Qantas Insurance Products

Catherine Karenna | Test-Ed Director, Designer of WorkVentures Accelerated Training



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WORK EXPERIENCE DATED

Work-Integrated Project Based Training

I was part of a unique program to accelerate young people into the high tech market and be competitive against University Graduates in IT Engineering. It culminated in a 2-week internship with Suncorp who evaluated our skills against UTS University IT Engineering Graduates competing for Suncorp positions. According to the Suncorp Test Leads we outperformed the graduates by being productive from the get-go, we required no training, we ranked Level 2 where as the students only obtained Level 1, we introduced 5 new QA approaches and we were able to maintain project velocity. As part of the program we were trained by industry professionals from Atlassian, Tyro, Microforte, Testing Times and Covata. And we did testing projects for 10 Sydney based companies:

- **A.I.E. Incubator Groups** - (Play-ability, exploratory, end-to-end testing for 4 start-up companies)
- **Play2lead** - (Tested the administration platform that created surveys and polls for event attendees.)
- **Wired2Cloud** - (Software testing on a GPS mobile app; AGLO, which lets the user get cash for going to a store and taking a photo of the shelf a Brand's product is on.)
- **SIRC ITEC Centre**- (Software/hardware testing on a RF Scanning Application and confirming the workflow of the delivery and storage of the items scanned in the warehouse.)
- **Suncorp Group** - (2-week internship, testing Life insurance and Superannuation web applications and introduction to Agile work environment.)
- **Covata** - (Web and mobile application which is like Dropbox where the files encrypted)



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