

EXTERNAL TEST MANAGEMENT

EAST COAST BANK

Working closely with the in-house quality assurance team, I led the test management value stream of a new digital end-to-end procurement service for an east coast bank.

WORKING TOGETHER

The test management and development teams were disparate teams to ensure limiting the impact of bias. However, we worked together, aligning our efforts with the collated business requirements. With my knowledge of both business processes and the underlying technology, my role was to make sure that the testing of the platform covered all use cases, including the functionality, security, technical and process integrations, and usability aspects.

The in-depth, external quality assurance successfully found major security and usability gaps in the developed code. Once re-checked after iterative improvements to the code, the new system served each identified business persona and allowed them to safely, easily and effortlessly navigate the system and perform their desired task.

