



Curriculum Vitae – Laurens Hoogenboom

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Introduction:

Certified test expert (a.o. Agile, TMap, ISTQB). Systematical and structured thinker for whom a hands-on, result-oriented approach is second nature and testing a way of life. Broadly developed knowledge and experience, immediately deployable on virtually every test project. From Waterfall to Agile, from unit- to acceptance test and from manual to automated testing.

Roles:

Test specialist, test engineer, (senior) tester, test consultant, (senior) test analyst, test coordinator.

Knowledge:

Recent knowledge encompasses both functional and non-functional testing including performance and security testing. Both white box and black box testing including unit-, system-, integration-, acceptance and end-2-end testing. Familiar with portal systems, web applications, cloud technology and mobile apps. Good knowledge of Agile methods like Scrum and Kanban.

Experience:

2014-Present	Nationale Nederlanden <i>Performance test specialist</i> Testing of infrastructural and software changes in the Portal environment at Nationale Nederlanden. Performance testing focused on Front-End Web applications. Tests covered both Web Client (HTML, CSS, JavaScript) and Server chains (e.g. Apache, WebSphere, TibCo). Main responsibilities: <ul style="list-style-type: none">✓ Defined Generic Test Approach (GTA) for performance testing within the test department✓ Planning and execution of Performance, Load, Stress and Duration tests✓ Continuous (test) process improvement Results: <ul style="list-style-type: none">✓ Established a performance test team that was respected throughout the organization✓ Prevented major production incidents with sound advice regarding capacity of systems before project implementations✓ Created an automated test lab for load and stress testing from the Cloud using Amazon Web Services (AWS)	Rotterdam
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2010-2014

Nationale Nederlanden

Rotterdam

Incident- Problem and Change manager

In selling and modifying the insurance products that this insurance company offers, many Web Services, systems, applications and organizations are involved. Within this complex environment I fulfilled several roles in the area of Service management, namely Incident-, Problem and Change Management.

Main responsibilities:

- ✓ Execute Operational Readiness Tests (ORT).
- ✓ Deal with Incidents, Problems and Changes within the chain.
- ✓ Chair various operational and change meetings.
- ✓ Act as IT contact for the business.

Results:

- ✓ Detailed plan for delivery of Testing Services (Security, Performance, ORT and Regression) from a specialized team within Service Management
- ✓ Defined a vision for test automation within the organization
- ✓ Reduced the number of incidents within one of the chains from 10 per day to 4 per week by tracing and solving the underlying causes.
- ✓ Consistently scored "above expectations" in appraisals.

2009-2009

ING

Amsterdam

Test consultant

For the sales of motor vehicle insurances in various channels, ING uses a web application that is integrated with a Web Content Management System (WCM) and a Web Analytics application. After the migration of this web application it was my task to test this with specific responsibility for portability testing, functional testing, integration testing and regression testing.

Main responsibilities:

- ✓ Write the master test plan.
- ✓ Test analysis and execution of tests.
- ✓ Review test plans, test scripts, Use Cases and visuals.
- ✓ Share system knowledge with users, developers, analysts, testers and management.

Results:

- ✓ Relieved Project Leaders by proactively taking on test related tasks.
- ✓ Enhanced team efficiency by acting as "source of information" for issues related to ICT, testing and the application chain
- ✓ Reduced the throughput time for this project by deploying an efficient testing approach.

2008-2009

Delta Lloyd
Senior Test analyst

Amsterdam

Administration of changes in collective pension plans was changed from manual processing to Straight Through Processing (STP) within a Service Oriented Architecture (SOA). To make this possible, a chain had to be made connecting several front office applications with a Customer Relationship Management (CRM) application, Web Services and a back office system. As senior test analyst I was involved in the system integration- and the end-2-end testing.

Main responsibilities:

- ✓ Advise test management about (test) planning and quality.
- ✓ Design and execute an Application Chain Test.
- ✓ Support the User Acceptance Test (UAT).
- ✓ Perform System Tests and Integration Tests.
- ✓ Review functional designs and test scripts.

Results:

- ✓ Discovered a critical security vulnerability in an existing application and prevented the company from falling victim to abuse of this error.
- ✓ Set up testing in such a way that management had real-time insight in test activities, progress and results.
- ✓ Minimized the time on critical path by implementing strict work planning.

2006-2008

Postbank
Test Analyst

Amsterdam

Postbank developed a new system for sales and adjustment of motor vehicle insurances. This new system consisted of, among others, Web Applications for Internet users, Call agents and office employees, a Content Management System (CMS), integration with 17 web services within a Service Oriented Architecture (SOA) and integration with a Management Information System (MIS). In this project, I was responsible for the functional testing of the complete system with all its components and the design of several specialized test types.

Main responsibilities:

- ✓ Design and execution of a comprehensive Functional Integration and System Test (FIST).
- ✓ Drafting test plans for Usability- and Performance tests.
- ✓ Support the User Acceptance Test (UAT).
- ✓ Executing Security tests and analyzing results
- ✓ Reporting and advising to management.

Results

- ✓ Reduced the throughput time for this project by organizing strict follow-up to all activities and by assuming broad responsibilities in cooperation with colleagues.
- ✓ Received compliments from various business and IT stakeholders for clear communication and explanation.
- ✓ Relieved the Test Manager by making sure that there was only minimal focus on testing in company politics.

2003-2006

TNS NIPO

Amsterdam

Software Test Engineer

TNS NIPO uses complex information systems for performing market research and polls. These systems encompass all steps from the development of questionnaires to making the research results available and are being used in different channels (internet, call centers, face-to-face interviews and panels). As system tester I worked on several interview applications (clients, servers and standalone applications, new software, re-engineering and maintenance, NET, C/C++ and Delphi technology). In addition I was responsible for the automation of regression tests.

Main responsibilities:

- ✓ Design of automated tests.
- ✓ Programming automated test scripts.
- ✓ Managing the test environment
- ✓ Structuring the test process.
- ✓ Exploratory testing in a dynamic environment.
- ✓ Execution of functional tests, performance tests, compatibility tests and regression tests.

Results:

- ✓ Automation of regression test for the complete market research business process.
- ✓ Personal appraisal was always rated as "very good".
- ✓ Introduced structured testing within the organization.

Education:

Vrije Universiteit
Master's Degree Psychology
Amsterdam
2005

Certifications:

EC-Council Certified Ethical Hacker 2013
iSQI Certified Agile Tester 2012
TMap Next Advanced 2008
TMap Professional Advanced 2006
ISTQB Advanced Test Analyst 2009
ISTQB Advanced Technical Test Analyst 2010
ISEB Intermediate in Software Testing 2009
ISEB Foundation in Software Testing 2007
PRINCE2 Foundation in Project Management 2008
BiSL Foundation in Business Information Management 2010
ASL2 Foundation in Application Management 2010
ITIL Foundation v3 in Service Management 2008
Professional Scrum Master 1 2013

Courses:

Automated Web Testing with Selenium IDE (Polteq) 2015
Agile Testing (Quality House) 2012
iPhone Application Development (Stanford University) 2011
Test Coordination and Test Management (Improve QS) 2008
RUP Awareness (Cappgemini) 2007
TestFrame Analysis (Logica CMG) 2006
Speaking to Groups (Groeiedag Training en Coaching) 2006
Interview Techniques (Vrije Universiteit) 2005
Working on Projects (TNS NIPO) 2004

Languages:

English : fluent
Dutch: native speaker

Software:

MS-Windows • Apple iOS • Linux • Parasoft SOATest • Compuware QARun • Apache JMeter • Atlassian JIRA • HP Quality Center • HP Service Center • VMWare Workstation • XML • HTML • C • C++ • Objective C • SQL • Xcode • JAVA • Eclipse

Miscellaneous:

Developed CloudStorm application using Amazon Web Services (AWS)
(for Stress testing of Web Applications from the Cloud) 2014

Developed an app (Fact'Uren) for Apple iPhone
(automated registration of working hours based on location of the user) 2013

Winner of the master thesis award 2005 at VU University Faculty of Psychology
(developed a new method for statistical data analysis) 2005