



# CURRICULUM VITAE

*Robert Graeme Milford Ward* CITP, CEng, FBCS, MSc, BSc (Hons)

## Profile

Robert Ward is an experienced Engineering Manager, working for over 20 years in the field of financial, banking and billing systems, Social Networks, Mobile applications, and Web Analytics. Most recently, as Senior Engineer Manager responsible implementing a micro-services hybrid cloud billing system. He has experience of Agile software development methodologies and internationally distributed team management

Robert is keen to continue his career in development team management, where one is strengths is in people management and motivation. His experiences of working with large and small organisations have given him an insight into different working methods and how to build and manage effective and successful teams.

He is a professional and well presented individual whose strengths lie in communication and people skills.

## Qualifications

November 2020	Microsoft Azure Fundamentals (AZ-900)	Pass
October 2012	Certified Scrum Master	Pass
March 2005	<b>ISEB Practitioner</b> in Software Testing	Pass
September 1998	<b>MSc</b> in Distributed Multimedia Systems	Pass
July 1997	BSc (Hons) Computing (Software Engineering)	Class 2-i
December 1995	Leadership Training (Scout Association)	Wood Badge
July 1993	BTEC ONC Computing	Pass with 6 Distinctions

## Career History

July 2013 – Present	Engineering Manager	Arkadin / NTT Ltd	Montpellier, France
Jan 2011 – Dec 2012	QA / Support Manager	Synchronoss Technologies	Marseille, France
March 2006 – March 2010	QA Manager	Site Intelligence Ltd	Harwell, Oxfordshire
August 2005 – Jan 2006	Programme Test Manager	RM Plc	Abingdon, Oxfordshire
Dec 2003 – August 2005	QA Manager	Servista Ltd	London, EC1
Feb 2002– Dec 2003	Test Team Leader	Tranmit PLC	Andover, Hampshire
Feb 2001 – Jan 2002	Test Manager	Entranet Ltd	Goring, Oxfordshire
Sept 1998 – Feb 2001	Test Analyst	Entranet Ltd	Goring, Oxfordshire
Aug 1995 - July 1996	Support / Web Developer	CPERI	Thessalonica, Greece

## Education & Training

October 2012	Certified Scrum Master (Xebia)
June 2010 & 2013	Intensive French (IEFEE Aix-en-Provence)
April 2008	Search Engine Optimisation (eClasses.org)
Aug 2007	CSS 2.1 in Depth (eClasses.org)
July 2007	<b>Entrepreneurial Summer School</b> – Leeds Metropolitan University Business Start-up
March 2005	<b>ISEB Practitioner</b> in software testing – 10 days (Qbit Testing)
Feb 2005	Introduction to Prince2 – 1 day
Oct 2004	Synergy/Change administration (Incident management tool) – 1 day (Synergy)
July 2004	Introduction to <b>Management</b> – 1 day
June 2003	Verification Testing with Silk Test (Level 1) – 4 Days (Segue)
Dec 2001	ISEB Foundation in Software Testing – 3 days (Qbit Testing)
Jan 2001	MS Access Visual Basic for Applications – 3 Days (Learning Tree International)
Aug 2000	Technical <b>Team Leadership</b> - 5 days (QA Training)
Nov 1998	Software Testing - 5 days (Learning Tree International)
1997 – 1998	<b>MSc</b> Distributed Multimedia Systems - University of Leeds, School of Computing
1993 – 1997	<b>BSc (HONS)</b> Computing – 2-i Leeds Beckett University, Faculty of Information & Engineering Systems
1991 - 1993	ONC in Computer Studies - Park Lane College, Leeds



## Work Experience

July 2018 – Present	<p>Senior Engineering Manager: <b>Cloud Communications division of NTT ltd</b> – Montpellier, France</p> <p>Manager of a full stack engineering team for the design and successful implementation of a micro-services orientated and azure based billing and invoicing system, with the goal of business process consolidation and streamlined customer delivery. Coordinating with End Users, Developers, DevOps engineers and SQA engineers to deliver business needs and maintain service quality and availability. Key responsibilities are</p> <ul style="list-style-type: none"> <li>○ <i>Managing multi-disciplined development team of 10+ in 3 development centres (US, India, France).</i></li> <li>○ <i>Acting as SCRUM master: coordinate sprint planning, backlog refinement, and sprint &amp; product demos</i></li> <li>○ <i>Liaise with business leaders on requirements and feature validation</i></li> <li>○ <i>Reporting on progress and risks to management team – ensuring deliveries are aligned with dependencies</i></li> <li>○ <i>Ensure planning is coordinated with other teams to ensure dependencies are met and available</i></li> <li>○ <i>Document stories and support the team in sprint planning</i></li> <li>○ <i>Perform development and QA activities when required</i></li> <li>○ <i>Support legacy systems and participate in on-call rota</i></li> </ul>
July 2013 – June 2018	<p>SQA Manager: <b>Cloud Communications division of NTT ltd</b> (Formerly Arkadin) - Montpellier, France</p> <p>After leaving Synchronoss, I took the opportunity to take on the role of Program SQA Manager at Arkadin. I was responsible for developing the acceptance process and implementation for a new IS system developed by an external consultancy. This included recruiting and managing a remote QA consultancy. Following the business acceptance, I worked on the establishing of an inhouse QA team to work alongside the internal development team (which I also supported the recruitment of). Key responsibilities were</p> <ul style="list-style-type: none"> <li>○ <i>Recruitment of QA and development teams</i></li> <li>○ <i>QA strategy definition and implementation</i></li> <li>○ <i>Coordination with the development teams, BA teams and business members</i></li> <li>○ <i>Supporting personal development objectives of my team</i></li> </ul>
January 2011 – December 2012	<p>QA &amp; Support Manager: <b>Synchronoss Technologies</b> (Formerly Miyowa SA) – Marseille, France</p> <p>Synchronoss Technologies is a NASDAQ listed company developing applications and services for tier 1 mobile operators. Miyowa was a developer of mobile social networking solutions for major international network operators. Synchronoss acquired Miyowa in December 2011.</p> <p><i>At Miyowa, my role was to manage the testing process &amp; teams in the 2 development centres (Bucharest &amp; Marseille). This role involved close cooperation with the development and project management teams and liaising with customers to agree testing procedures and acceptance criteria. Development and testing are performed on several devices including Symbian, iPhone, Android, and Windows Phone 7.</i></p> <p><i>In September 2011, I took on the additional responsibility of the customer support operation. This includes managing, recruiting, and training the technical support operatives in our Bucharest office and liaising with customers regarding any production issues. I was also responsible for preparing the post-mortem documents and monthly status reports and meetings.</i></p> <p><i>Key achievements at Synchronoss/Miyowa include:</i></p> <ul style="list-style-type: none"> <li>○ <i>Training all test team members to ISTQB Foundation level (100% exam success rate)</i></li> <li>○ <i>Improving communication and documentation between development and QA teams</i></li> <li>○ <i>Raising the profile of testing within the organisation</i></li> <li>○ <i>Reducing the number of defects in delivered software through process improvements and increasing customer success rate during acceptance testing</i></li> <li>○ <i>Developing and maintaining tools for managing the testing process and physical devices</i></li> </ul>
March 2010 – Dec 2010	<b>Career Break</b>
March 2006 – March 2010	<p>QA Manager: <b>Site Intelligence Ltd</b> – Harwell, Oxfordshire</p> <p>Site Intelligence is a world leader in Web Analytics software, providing business intelligence solutions to major UK and international brands.</p> <p><i>At Site Intelligence, I was a key member of the software development team, working closely with the Development and Consultancy managers. My responsibilities were to ensure that all software releases and patches meet the business requirements, and that the quality criterion of each release was met. In this high pressured and technical environment, an Agile approach to software development was followed. My daily activities included</i></p> <ul style="list-style-type: none"> <li>○ <i>Recruiting, Training and Managing junior and contract testing resources</i></li> <li>○ <i>Creating and maintaining project plans &amp; estimate spreadsheets for all team activities</i></li> <li>○ <i>Maintaining baseline data warehouses, including customer configurations.</i></li> <li>○ <i>Developing and maintaining automated test scripts in BASH, Ruby, Perl, and SQL.</i></li> <li>○ <i>Liaising with customers and consultancy team on issue resolution timescales</i></li> <li>○ <i>Communication with the development team regarding software quality</i></li> <li>○ <i>Providing second line support on various issues</i></li> </ul> <p><i>I resigned from this role to relocate to France to support my wife in a new role. After leaving the UK in November 2009, I spent the remainder of my time remote working to complete the current projects.</i></p>

August 2005 - January 2006	<p>Programme Test Manager: <b>RM Plc</b> – Abingdon, Oxfordshire.</p> <p>RM is an educational supply company specialising in IT hardware and software for UK schools.  <i>At RM, my role was as Programme Test Manager within the QCA project which was developing an online test framework for 13/14-year-old school pupils, commissioned by the QCA (Qualification and Curriculum Authority). My role included:</i></p> <ul style="list-style-type: none"> <li>○ <i>Writing and maintaining the long-term project plans for test activities</i></li> <li>○ <i>Working with 3rd party suppliers to define testing deliverables and test processes</i></li> <li>○ <i>Liaising with the Technical Design Authority, Project Managers, and other parties to ensure all issues are resolved in a timely manner and that the test team are aware of changes</i></li> </ul>
December 2003 - August 2005	<p>QA Manager: <b>Servista Ltd</b> – London EC1.</p> <p>Servista is a service business in the telecoms and energy billing industry.  <i>At Servista, I took on the role of QA manager in an established QA team. I grew the team to over 30 people, including permanent and contract staff. I defined and matured the QA and testing processes and was also involved in the implementation and support processes. Part of my role included heavy involvement in the global outsourcing project, which included visits to India for the recruitment process. Key aspects of my role were:</i></p> <ul style="list-style-type: none"> <li>○ <i>Define the test policy, test strategy and test plans</i></li> <li>○ <i>Line manager responsibility for the 15 permanent team members, including performance and salary reviews, induction and training programs, team moral and effectiveness</i></li> <li>○ <i>Coordinate the onshore and offshore teams, contractors, and permanent staff</i></li> <li>○ <i>Manage multiple projects in parallel, and supporting the QA lead in each of those teams</i></li> <li>○ <i>Liaise with project managers, service team and customers for deployment strategy</i></li> <li>○ <i>Negotiate the range of testing with suppliers and third parties</i></li> <li>○ <i>Working closely with clients to support acceptance testing activities</i></li> <li>○ <i>Recruitment of the testing team in the UK and India</i></li> <li>○ <i>Planned and implemented regular team meetings for two-way communication</i></li> </ul>
February 2002 - December 2003	<p>Test Team Leader: <b>Tranmit PLC</b> – West Portway, Andover.</p> <p>Tranmit is a software house, developing software for the E-Procurement arena, providing a solution which includes web-based interfaces and electronic document management solutions.  <i>Key aspects of my role were:</i></p> <ul style="list-style-type: none"> <li>○ <i>Define the testing strategy within the company</i></li> <li>○ <i>Create test assets from business requirements and design documentation</i></li> <li>○ <i>Performing test execution by both manual and automated methods</i></li> <li>○ <i>Assist with defining other processes</i></li> <li>○ <i>Implement an automated testing application for system testing, with the view to growth to performance and load testing</i></li> <li>○ <i>Provide management with feedback as to the quality of the system</i></li> </ul>
February 2001 - January 2002	<p>Test Manager: <b>Entranet Ltd</b> – Goring on Thames, Reading.</p> <p><i>Continuing my progress at Entranet, I took over the role of Test Manager. This position encompassed the responsibilities of Lead Test Analyst, with the addition of defining the processes, and closer communication with the project managers and customers and line management responsibility for a team of up to 20 permanent test analysts across 3 sites (Goring, London, and Edinburgh). Key aspects of my role were:</i></p> <ul style="list-style-type: none"> <li>○ <i>Define the testing strategy and monitor status throughout the project</i></li> <li>○ <i>Define technical processes to be used on projects, and within the organisation</i></li> <li>○ <i>Manage the team of test analysts, and provide mentoring services where required</i></li> <li>○ <i>Provide Resource Management for the test team within the organisation</i></li> <li>○ <i>Estimate testing effort for a given project</i></li> <li>○ <i>Evaluate the effectiveness of Automated Test Tools and other new technologies</i></li> </ul> <p><i>During my three years at Entranet, I worked on several projects, including The Cooperative Bank Internet Bank, Standard Life Bank Online and AccuCard Credit Card application and servicing.</i></p>
September 1998 - February 2001	<p>Lead Test Analyst: <b>Entranet Ltd</b> – Goring on Thames, Reading.</p> <p><i>Following graduation, I took the role of Test Analyst (later Lead Test Analyst) to develop and execute testing activities for our online banking and insurance solutions. My time in this role saw me promoted from 'Test Analyst'</i></p>
1995 / 1996	<p>(<b>CPERI</b>) Chemical Process Engineering Research Institute          Thessalonica, Greece. (<i>Student Placement Year – Support &amp; Web Developer</i>)</p>
1994 / 1995	<p>Leeds Metropolitan University - Beckett Park Library (<i>Part Time library assistant</i>)</p>
May 1991 - Feb 1992	<p>Derek Hart Business Systems, Rodley, Leeds. (DHBS) (<i>Field computer service engineer</i>)</p>

## Management Skills

<b>Project Management</b>	Have coordinated several projects, and am familiar with various software project lifecycle methodologies, including the V-model, RAD and Agile. Have held a budget and monitored expenditure and costs.
<b>Personnel Management</b>	Experience of managing teams of permanent, contract and consultant staff. Including <b>recruitment</b> , appraisals, performance reviews and <b>objective definition</b> . I was also actively involved in <b>day-to-day team management</b> and coordination, including resource management, training & development plans, and skills gap analysis. Management of international teams, and most recently with distributed homeworking teams
<b>Sales</b>	Have attended pre-sales meetings and aided in the discussion and contract negotiations from a technical perspective.

## Computing Skills

<b>Development Management</b>	Experience of Agile development methodologies (including SCRUM and SAFe). Working with Azure DevOps to track project progress and support the team on sprint planning
<b>Software Testing</b>	Am familiar with all standard testing terminology, BS7925 and the various methodologies for testing business critical systems. I have experience in testing a wide range of application languages. I have extensive experience in Functional System testing, Integration testing, Acceptance testing and Performance monitoring.
<b>DevOps Environments</b>	I have experience of specifying, building, and maintaining environments for dev, test, and preproduction environments.; both as a physical environment, or through virtualisation software.
<b>Automated Testing</b>	12 months experience evaluating and implementing Silk Test automated system testing tool. Strong understanding of the value and limitation of testing tools. Strong understanding of test management tools.
<b>Documentation</b>	Have experienced different styles of project documentation, including the use of Use Cases, UML, Navigational Maps and 'mind mapping' techniques. Most recently worked on self-documentation strategies through Azure DevOps pipelines and mermaid
<b>Programming Languages</b>	Current experience in SQL, C#, ASP.NET, Ruby, Java, JavaScript, HTML, Visual Basic for Applications, Perl, DOS and Unix shell scripting (including Cygwin). Have previous experience in Pascal, Cobol, C++, and other languages.
<b>Operating Systems</b>	Experience of administering all versions of Windows to 10 and Windows 2019 Server. Exposure to Solaris, Linux, and Mac OS X. Experience all aspects of networking and configuration; including TCP/IP, Active Directory/LDAP, and firewalls.
<b>Application Software</b>	I have experience in core business applications, such as Microsoft365 suite of applications (including MS Project, PowerBI and MSTeams.) Other applications include: Virtual Server, Quest LiteSpeed, MS Visual Studio Applications, Eclipse, MS IIS, Apache, Oracle, MS SQL Server, and Synergy/CM.
<b>Development Lifecycle Tools</b>	Experience in various development and incident management tools, including Bugzilla, Microsoft TFS, Azure DevOps.

## Activities & Interests

My main hobbies include Computing, Cycling, and Formula1. Leisure activities include skiing, cycling, and swimming. I also enjoy travelling, visiting new places and spending time with my wife and son.

I am an active member of the BCS ([www.bcs.org](http://www.bcs.org)) and have held various roles both locally and nationally since 1999.

I was a scout leader the UK and Greece and most recently in France.

## Other Information

- Full clean *European driving licence*.
- *Chartered IT Professional* and Fellow of the *British Computer Society* (BCS).
- Registered as a *Chartered Engineer* with the Engineering Council.
- Registered *European Engineer* with *Fédération Européenne d'Associations Nationales d'Ingénieurs* (FEANI).
- Member of the *BCS Specialist Interest Groups in Software Testing* (SIGIST)

## Personal Data

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## Languages

English – Native Speaker  
 French – Intermediate

## Referees

Available on Request