

Richard Ellis

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Professional Profile

Results driven and highly innovative professional with hands-on experience in IT industry and customer service.

In-depth knowledge of testing product for defects and for user experience. Adept at directing system testing and validation procedures. Capable of analysing defects in order to find exact recreation steps. Instrumental in designing and developing software systems using scientific analysis and mathematical models to predict and measure outcomes and design consequences. Ability to evaluating and breaking down design requirements into defined code tasks. Instrumental in understanding and debugging other programmers' code. Skilled in creating and executing test scripts.

*Data Management / Project Management / Test Analyst / Admirative Task Management
Time Management / Team Training & Leadership / Customer Service/ Troubleshooting*

TECHNICAL PROFICIENCIES

Platforms: Windows, Mac OS, Linux

Tools: C++, C#, JavaScript, SQL, HTML, CSS, Typescript, Cypress, Selenium

Software: Power Apps, Power Automate, SQL Server Management Studio, Jira, Microsoft Office, Unreal, Unity, Visual Studio

PROFESSIONAL EXPERIENCE

Software Developer Power Platform (2024 – Present) (Hybrid)

Derbyshire Constabulary – Ripley

Designing and developing applications using Power Platform and Power Automate, leveraging SharePoint as the primary data source. Managing end-to-end project lifecycles, including planning, execution, and delivery. Writing and maintaining thorough documentation, test cases, and project plans to ensure clarity and accountability. Conducting manual and exploratory testing to validate features, identify bugs, and ensure acceptance criteria are met.

Mid-Level 1 Automation QA Engineer (2023 – 2024)

Benefex- Southampton (Remote)

Junior Automation QA Engineer (2022 – 2023)

Benefex- Southampton (Remote)

Manual testing four different products for bugs and new features, making sure they pass the acceptance criteria. Running automation tests and fixing any issues that may arise. Coding automation tests in Typescript using Cypress and in C# using Selenium. Writing thorough test cases and documentation. Regression testing new deployments. Running regular sessions to teach colleagues things I have learned or any expertise that will be useful.

Key Achievements:

- Passed ISTQB first time with a score of 90%

Technical Senior Specialist (2021 – Present)

Benefex- Southampton (Remote)

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Richard Ellis

Page Two

Configuring the OneHub system (Benefex's built-in-house technology which provides company benefits) to match agreed specifications. Unit testing completed work, and peer reviewing colleague's work. Cross-examining data, creating and executing test scripts, building import and export data files, investigating and solving complex problems individually or as part of a team using SQL or C#. Administer various installation projects and analyse all customer requirements to ensure customer satisfaction. Ensure on time delivery of projects as project lead within budgetary and time constraints.

Key Achievements:

- Passed benefit accreditation first time with a score of 87%

Implementation Consultant (2019 – 2020)

Chevin- Belper

Prepared design for all projects and documents all system integration requirements as well as formulated all analytical functions such as data mapping. Crafted an efficient disaster recovery plan to provide technical support to all implementation processes. Created all code prototypes to validate requirements and maintained knowledge of all product functionality according to customer requirement. Assisted customers to analyse all workforce requirements and provide efficient solutions for problems while liaising with implementation team. Resolved complex problems by creating dynamic solutions using SQL or Javascript.

Key Achievements:

- Delivered 100% of project milestones on time and within specification.

IT Support/ Test Analyst (2019)

TBS Mobility- Belper

Delivered best customer service by efficiently providing 3rd line phone and email support for Taskmaster software. Utilised SQL and HTML to investigate and solve issues. Tested software to replicate reported bugs in order to provide replication steps for development. Negotiated quality criteria with customers and vendors and clarify use cases in test production. Coordinated development and validation team activities by keeping system testing in pace with development. Performed system testing for new product execution and system production changes.

Key Achievements:

- Received an average of 9/10 for customer feedback.

Support Analyst (2017 – 2019)

The Access Group- Loughborough

Provided 1st line phone and email support for six different software programs provided by The Access Group. Performed analysis to determine client problems and document issues. Ensured customer satisfaction by resolving customer problem customer's technical issues using SQL. Maintained error logs in coordination with IT departments.

Key Achievements:

- Promoted from Support Agent (1st line) to Support Analyst (2nd line)
- Accomplished CSAT (Customer Satisfaction) score of 9.26 (out of 10) from 118 feedback.

Additional Experiences

Cleaning Operative, Orian Solutions- Carlisle, 2015 – 2017

Fill Team Member, B&M Stores- Carlisle, 2013 – 2014

Animated Direct, E-Commerce Assistant, 2011 – 2013

Data Capturer, Paramount Personnel, 2010 – 2011

Back of House Worker, Pizza Hut- Carlisle, 2009 – 2010

EDUCATION AND TRAINING

Master of Indie Game Development, 2023

Falmouth University - Falmouth

Bachelor of Computing & IT, 2017

University of Cumbria – Carlisle

Foundation Degree in Computing, 2016

Carlisle College - Carlisle