Yellow Dwarf IT

Ms. Ning Sun

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Senior Software Quality Assurance & Management

An enthusiastic and thorough person. A planner and achiever.
Loves to learn, to teach, to challenge and to be challenged.
Contribute to a positive working environment, both team-wise and individually.

My vision for software testing goes beyond quality assurance.
My mission for quality management more than operational stability.
There is cross-functional collaboration. Cultural awareness. Call for excellence.
Transparency. Respect. Synergy.

Every Org is different, and the path to success unbeaten. I'd love to help you get there.

Education

Start - End	Degree	Institute	Country
Sep.2005 - Sep.2007	Master of Science in Electrical Engineering, Mathematics and Computer Science	Delft University of Technology	The Netherlands
Sep.2001 - Sep.2005	Bachelor of Science in Electrical Engineering, Information Technology	Beijing Institute of Technology	China

Certification

Certified Date	Certification Name	Institute
02.04.2019	ISTQB Tester - Adv Level Test Manager	ISTQB
13.12.2018	ISTQB Tester - Adv Level Techn. Test Anal.	ISTQB
07.11.2018	Agile - SAFe Agilist	Scaled Agile
28.10.2016	ISTQB Agile Tester	ISTQB
01.11.2015	Agile - Scrum Master Certificate	Scrum.org
30.04.2014	TMap NEXT Foundation	EXIN
01.02.2008	ISTQB Tester - Foundation Level (CFTL)	ISTQB

Language

Chinese Mandarin, English, Dutch.

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Work Experience

Start - End	Employment by	Assignment by	Role	Contact Person
May.2021- Dec.2022	DiDi Global Inc.	DiDi Global Inc.	Quality Management Specialist	Yuanhao Sun (Launch Head MEA)

A New Industry
DiDi is one of the world's leading mobility technology platforms (the Chinese Uber!). They offer a wide range of app-based mobility services across markets including Asia-Pacific, Latin America, Middle East and Africa.

Quality Management, a new step towards DevOps
To ensure the service's operational stability, implemented:
- risk monitoring & alarm management;
- incident management: set up standard operating procedures, and lead collaboration.

Beyond stability, to achieve service excellence by:
- problem management: issue deep-dive and retrospectives, track improvements.
- change & release management: identify, coach and follow up best practices.
- knowledge management: deliver case studies and online trainings for all international Ops divisions (got 100% eNPS in LatAm region).

Start - End	Employment by	Assignment by	Role	Contact Person
Sep.2019 - Apr.2021	Yellow Dwarf IT (Self-employed)	T-Mobile Netherlands B.V.	Senior Test Consultant	Xanter Wilhelm (IT Delivery Mgr)

Test Coordination B2B Fixed
The merger between T-Mobile and Tele2 in 2018 birthed the B2B Fixed value stream. I coordinated the testing work with 5 teams across 4 vendors to achieve successful delivery of the commercial product, and continued to deliver new and maintenance features throughout the following year. Tests were done on component, integration, user acceptance and production sanity level. Automation included.

Voicemail Platform Migration
The platform migration included both IT and NT elements for all T-Mobile user profiles as well as her Service Providers – millions of customer data. The project was further complicated by the guarantee of zero-service-interruption, whereby a carefully designed phased-migration process needed to be validated. I was responsible for the E2E test planning and execution, defect triage and reporting, and production support during the migration process.

Active member in Test Chapter
The Test Chapter is a horizontal team in an Agile/SAFe organization. The members are testers from each team located in each value stream. It facilitates communication of business or technical dependencies, cross-verification of system architecture, and overarching report to stake-holders. I contributed to improve its effectiveness and way of working.

Start - End	Employment by	Assignment by	Role	Contact Person
Feb.2017 - Aug.2019	Atos Nederland B.V.	T-Mobile Netherlands B.V.	Senior Test Analyst	Alexander Clarijs (Line Mgr)

Mobile Number Portability
MNP is a service offered by Mobile Network Providers which enable its new customer to take existing mobile number over to his/her new subscription.
I performed analysis, review, test planning & execution, and aftercare. Collaborated with Service Providers, and 3rd parties such as COIN (Autoriteit Consument & Markt).

FMC (Fixed Mobile Convergence) and BVE (Business Voice Evolution)
Brand new products to B2B customers, offering the best combination of Mobile and Fixed network. I worked on the system integration test, and supported the customer acceptance test.

VoIP (VoWiFI and VoLTE)
This product introduced a new era of voice service, made possible with a new network element (the IMS). I lead the E2E test, and coordinated between T-Mobile NL and Deutsche Telecom in test planning, execution & reporting. Implemented test automation for device testing.

CeSNA
This is a system administrating all telephony numbers used in NL – mobile, fixed, machine-to-machine, service and premium numbers – and reconciling their attributes with the central database (CRDB). I worked as the E2E tester with external delivery and testing parties.

Revenue Assurance and Fraud Management
T-Mobile has built its own RA and Fraud mgmt system based on standard external solutions. I functioned as business acceptance tester during its upgrade (SW & HW).

Start - End	Employment by	Assignment by	Role	Contact Person
Aug.2015 - Jan.2017	Alten Netherland B.V.	T-Mobile Netherlands B.V.	Senior Test Engineer	Wikash Madarie (Team Lead)

HLR Migration
HLR is an essential part of a telecom network. This project integrated a new HLR platform and migrated all T-Mobile customers. I functioned as a test analyst, where tests covered E2E functional integration, acceptance and friendly user trial.

iBMD Integration
iBMD is the Billing Mediation Device where all usage files are processed towards Billing, Revenue Assurance and BI systems. I functioned as a test engineer for diverse LoB's (Line of Business) – tested E2E from usage generation to target systems.

Start - End	Employment by	Assignment by	Role	Contact Person
Jun.2014 - Sep.2014	Pluton B.V.	Teleena Netherlands B.V.	Senior Agile Tester	Massimo D'Antonio (Test Lead)

Agile way of Testing
Worked in an agile development environment, testing, and coaching team members with the implementation of Scrum framework. Achieved the following:
- The establishment of Ziggo mobile web services;
- The migration of Teleena HLR.

Start - End	Employment by	Assignment by	Role	Contact Person
Jan.2008 - Mar.2014	Pluton B.V.	T-Mobile Netherlands B.V.	Software Test Expert	Albert Witteveen (Employer)

TIBCO (Enterprise Integration / Middleware)
This project introduced TIBCO into the IS landscape with full integration to all new and existing systems and processes. I worked as an integration tester for the E2E test.

MVNO (Mobile Virtual Network Operator)
In 2007-2009, T-Mobile took over Orange and absorbed its MVNO's. One of the complexities in this project lies in wholesale billing, on which I worked intensively as an integration and acceptance tester. Some known MVNO's are (were) Ben, Lycatel, Elephant Talk, Tele2, Bliep, Hyves, Simpel.

IN (Intelligent Network)
The IN was used for Prepaid accounting and diverse VAS like MVPN (Mobile Virtual Private Network) and Family (T-Samen). I functioned as an integration tester during the IN migration, covered all E2E processes for Prepaid and VAS products.

Start - End	Employment by	Assignment by	Role	Contact Person
Jan.2008 - Dec.2010	Pluton B.V.	Oqapi B.V.	Web CMS Developer	Albert Witteveen (Employer)

CMS with WebGUI
It was a part-time job. The software was built on an open source platform called WebGUI (of Plain Black Co. Ltd.) using language HTML, CSS and Perl.
I developed web templates and tested new features. In 2008 and 2010, I participated in the WeBGUI conference in Madison, WI (the US) where in 2010 was awarded the "Best Template of the Year". I gave a workshop on "Theming WebGUI".