

# Jesper Lindholt Ottosen

ISEB Practitioner Certificate in Software Testing, March 2007  
Master of Science, Computer Science, Aarhus University, June 2006

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**Release Test Manager** with a focus on test progress and clear management information.  
**Senior Test Manager** with aiming for successful projects within risks, scope, price and time.  
**Test Team Co-lead** managing a team with emphasis on mentoring and work delegation.  
**Test Process Architect** with a dedication for continuous process improvements.

## Personal information

Born 1972 in Denmark, lived in the USA for a year. Married (2001), two boys (2004, 2006)

Languages: Danish (native), English - fluent writing, understanding and near-fluent speech

Hobbies: Web 2.0, LEGO, Authentic Leadership, Geocaching, Website programming

Myers-Briggs: INTJ (Introversion, iNtuition, Thinking, Judgment)

Enneagram: Type 3 – Motivator (Adaptable, Success-oriented)

## Primary work areas

### Release test manager (from 2008)

- Program Test Management, Project Portfolio Test Management, Delivery Test management
- Managing 4 yearly releases with 3-7 projects at a time in a 30+ application environment
- Timely test deliveries, active test progress reporting and providing management decision
- Defect delegation, test environment management and test environment event information
- Project types: Broad band provisioning, Inventory, Billing, Self-service, Product bundles
- Up to 6000 billable testing hours pr. release

### Senior Test Manager (from 2004)

- Nordic test team (staff: 120+) strategies, career development framework, services
- Test strategies, risk evaluation, test plans, testcases and estimation
- Test manager for integration test, interface test, regression test and UAT
- Test manager for projects with 10+ applications and 5+ organizations
- Defect manager, bug triage, incident management, trouble solving, escalation
- Up to 1500 billable testing hours pr. project

### Test Team Co-Lead (from 2008)

- Task screening, task delegation, people management, forecasting
- Test team strategies, metrics, testing services, mentoring
- Off-shoring: planning & execution, knowledge transfer, daily work break-down
- 5500 billable testing hours pr month (15+ Danish, 20+ Indian staff)

### Test Process Architect (from 2005)

- Test process improvement, templates, workflows
- Author of proposed corporate test process
- Team lead on TMM L3 and CMMi L3 efforts
- Administrator of COTS testing tools (customization, education, exports)

### Previous work areas (before 2005)

- Software test preparation, execution, retest defects, deployment verification
- Internet dial-up cd-rom project management, vendor management
- Internal Technical Training
- Modem internet connectivity support

## Career

2008 - Senior Test Manager at CSC Consulting A/S  
Networks: Internal Jive platform, Authentic Leadership, Nordic Test Center

2004 - 2008 Test manager and IT-tester at TDC IT

2002 - 2004 IT-tester at TDC A/S (TDC Services, TDC Total , TDC Internet)

1997 - 2002 Internet dial-up cdrom project manager at TDC Internet

1997 - 2000 Training coordinator and instructor at Tele Danmark Internet.

1995 - 1999 Internet support at Tele Danmark Internet (Danadata Internet)

## Primary IT tools

Testing tools: HP Quality Center 9.x, Mercury Test Director 7.6.

Office tools: Notes, MS Office, MS Outlook, MS Visio, MS Project, Open Office.

Web 2.0: Wiki, Jive, Notes Sametime, MS Office Communicator.

Browsers: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer.

Technologies: 3270, web, SOA, XML, Java Runtime, OSS, BSS, Oracle Forms.

Development: PHP, HTML, SQL, CSS, Vbscript, Java - *for personal use*.

Platforms: MS Windows XP, Vista.

## Training and coursework

Feb. 2010 BRIC powers and the new world order, University Extension Aarhus.

Jan. 2010 "Getting Started with SOA", CSC internal class-room training.

Nov. 2009 Trends in Management and Innovation, University Extension Aarhus.

Nov. 2009 Skillsoft/CSC PMBook 2000 by PMI, CSC internal CBT's.

Mar. 2008 IT Governance – a living strategy, Mannaz.

Mar. 2007 ISEB Practitioner in Software Testing, certification achieved.

Jan. 2007 ISEB Practitioner III, Delta: (Static test, People skills, Tools, Process).

Nov. 2007 ISEB Practitioner II, Delta: (Test design techniques, Test techniques).

Sep. 2006 ISEB Practitioner I, Delta: (Testing and risks, Test mgmt., Incidents).

May. 2005 Personal relations and cooperation, DIEU.

Nov. 2004 Mercury Open World 2004 conference, Orlando USA.

Apr. 2004 Mercury Interactive user conference Danmark.

Jun 2003 Masters Science in Computer Science, Aarhus University.  
Thesis: "Framework for web-based self-service".

Apr. 2003 Test Management, Softwaretest.dk.

Mar. 2003 Structured Testing, TDC Training Center.

Feb. 2002 IT Project management 2, Niveau.

May. 2001 IT Project management 3, Niveau.

1991 - 2001 Computer Science studies at Aarhus University.

Apr. 2000 IT Project management 1, Niveau.

Feb. 1999 Presentation techniques, Tele Danmark Training Center

1994 - 1995 Computer Science studies at CSU Fresno, California, USA.

1988 - 1991 Math College diploma, Bjerringbro Gymnasium.

## Other activities

2010 Webmaster and website developer for the FDF Historic Collection.

2006 - 2008 Webmaster and website developer for the FDF International Committee.

2006 - 2008 Process and it-consultant for restructuring the FDF website.

2004 Presenter of "Profession: Test Management" Computer Science Community.

2000 - 2001 Volunteer leader in the FDF and team leader for the FDF national camp 2001.

1996 - 1998 Reviewer for the Hawaii International Conference on System Science.

1995 - 1996 Developer and consultant for the FDF website and Internet-based activities.

1995 - VAT-registered company "o2matic" for website development.

1988 - 1998 Volunteer leader in the FDF and group captain for two years.