

Anitta John

Senior QA Consultant

London, United Kingdom

www.anittajohn.com

linkedin.com/in/anittajohn

PROFILE

I make sure software works before your customers find out it doesn't. 20+ years of testing for the Financial Times, Handelsbanken, DWP, easyJet, Bupa and more.

I'm a highly numerate senior QA with more than twenty years of testing complex business systems, from feature scoping and story analysis through to release and production support.

For over ten years I tested Universal Credit at the Department for Work and Pensions, as part of the Calculator and Payments team, on a service that pays more than £40 billion a year to around 7 million people. Testing complex calculations for payments and advances is my speciality.

I've led UAT and system test teams onshore and offshore, set up test processes from scratch, and worked with banks, airlines, health insurers and government. I care about clear test strategy, defects reported so developers can fix them fast, and calm, confident releases.

KEY SKILLS

- | | |
|---|--|
| ✓ Functional & integration testing | ✓ User acceptance testing (UAT) |
| ✓ Regression & exploratory testing | ✓ Payments & calculation testing |
| ✓ BDD test scripts (Cucumber / Gherkin) | ✓ Test strategy & test planning |
| ✓ Defect management & triage | ✓ Test leadership (onshore & offshore) |
| ✓ Data validation (SQL, MongoDB) | ✓ API & web services testing |

Tools: Jira, Confluence, Splunk, Kibana, Grafana, Postman, ReadyAPI, SoapUI, ZAPProxy, TestCafé, HP Quality Center, TestDirector, Rational ClearQuest, Bugzilla, QTP, Git, Jenkins, TeamCity, IntelliJ IDEA, VS Code, SQL Server, MongoDB, Kafka, AWS, Thunderhead, BizTalk, PeopleSoft

Sectors: Government, Banking, Media & publishing, Aviation, Healthcare insurance, Travel, Automotive, Pharmaceuticals, Manufacturing, Finance & ERP

EXPERIENCE

Senior QA Analyst · Financial Times, London

Jan 2026 – Present

Quality assurance for the Financial Times' digital products.

Senior Test Analyst · Handelsbanken, London

May 2025 – Jan 2026

Digital Modernisation programme, rebuilding Handelsbanken's corporate and personal online and mobile banking for more choice, flexibility and a smoother customer experience.

- Delivered new features and regulatory changes across Corporate and Individual Online Banking.
- Tested the online banking applications (React, JavaScript, Java) end to end, including the integration points with the IBM AS400 core banking platform.
- Maintained and ran automated test scripts in TestCafé, alongside exploratory testing.
- Refined requirements with product managers, business analysts and developers.
- Ran demonstrations and product sign-offs with senior stakeholders across the bank.

TestCafé · Jira · IBM AS400

Senior Test Engineer · Department for Work and Pensions (DWP), London

Aug 2014 – Apr 2025

Universal Credit, the UK's main social security payment, supporting around 7 million claimants and paying more than £40 billion a year. Joined the Digital Services Programme as a senior QA and became a core member of the Calculator and Payments team.

- Functional and integration testing of the Java and MongoDB service and its REST APIs.
- Wrote, maintained and ran test scripts in BDD.
- Validated data by querying MongoDB; investigated defects with Splunk, Grafana and MongoDB.
- Used 3 amigos sessions, test handovers and retrospectives to keep improving quality.
- Demoed new features to product owners for sign-off and at internal and external show and tells.
- Supported weekly releases with the Release Management team and helped on production issues.

- Mentored new joiners and junior testers; helped the user research team with user testing.

BDD · MongoDB · Splunk · Grafana · Kibana · Postman · Jira · Confluence

Senior Test Analyst, Payments Programme · easyJet, Luton

May 2014 – Aug 2014

Testing a new payments API to replace the existing payment service across every sales channel (easyjet.com, airport centres, B2B partners and mobile), with card details used and stored to PCI compliance requirements.

SoapUI · Jira

Test Lead / Offshore Coordinator · easyJet, Luton

Jun 2013 – Apr 2014

Set up and led a new 10-person offshore Continuous Regression team for easyJet's Continuous Delivery model, running regression tests on every new package and giving a quality statement for each one.

- Set up the testing process for Continuous Regression.
- Trained the offshore team on test processes and domain knowledge.
- Acted as their single point of contact for day-to-day blockers and questions.
- Prepared defect analysis and test status reports for management at the end of each release.

Quality Center · Jira

Senior Test Analyst · easyJet, Luton

Jul 2012 – May 2013

Revenue Management System, the heart of easyJet's pricing, used by pricing managers to set fares per route for easyjet.com, airport centres and B2B partners.

- Wrote the test strategy and test plan and set up the testing process from the start of the project.
- Functional and integration testing within each sprint, with BDD (Cucumber) test scripts.
- Data validation and data integrity testing with SQL.
- Ran daily defect triage with Scrum Masters and business stakeholders.
- Led show and tell sessions for business sign-off of stories.

Quality Center · Jira · SQL

Test Lead · Bupa, Staines

Jun 2010 – Jun 2012

Led system test and UAT teams onshore and offshore across three Bupa programmes - Call to Contact (CTI/IVR self-service), the Thunderhead 5.0 upgrade and the BBY Quote Online and My Bupa e-commerce sites.

Senior Test Analyst · Bupa, Staines

Mar 2007 – May 2010

SWIFT, Bupa's international platform for UK operations - a migration from a mainframe to a VB.NET and Oracle client-server application connected to more than 20 other systems.

Test Analyst · Trane, Colchester, Essex

Oct 2006 – Jan 2007

Tested the Factory Mounted Controls Wizard for Trane, a provider of indoor comfort systems for residential, commercial and industrial buildings.

Test Engineer · MindTree, Bengaluru, India

Nov 2004 – Aug 2006

Tested enterprise systems for clients in Europe and North America, including Cendant (travel), Volvo IT (automotive) and Softrax (finance software).

Junior Developer · Diya Systems, Mangalore, India

Jan 2004 – Sep 2004

Developed and tested software for pharmaceutical wholesalers, managing full stock details and financial transactions.

EDUCATION AND AWARDS

MSc Software Engineering, awarded with Distinction · Vinayaka Mission's Research Foundation University

Merit / Excellence Award for project execution at Bupa

Spot Award for best performance across projects

More detail at www.anittajohn.com