FLORENCE DODARD

IT Support, QA testing & Consulting in projects on banking softwares

INFORMATION

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Born in 1966
Nationality: French
Valid G Permit
Available immediately

in   LinkedIn Profile

TRAINING & CERTIFICATIONS

- 2024 –
- **XRAY – managing test repository and test campaigns**
- **Introduction to Selenium**
- **Certification ISTQB Usability Testing** (65%)

- 2021 – **Certification ISTQB Foundation - Agile Tester** (65%)
   – **Certification Cloud 101**

- 2019 – **Introduction to key techniques of the Professional Business Analysis** as per BABOK V3

- 2018 – Training course on **SQL-3**
   – **Certification ISTQB Foundation** (73%)

- 2011 – **ITIL V3 Foundation** (score 32/40)

DIPLOMAS

University of Geneva
- 1989 **Master in Business Management**
- 1987 **Master in Computing Sciences**

KEY POINTS

- In-depth experience as a **Support, Testing, and consulting and Business Analysis Specialist,** within the banking and financial sector, with an excellent knowledge of **many banking software packages and applications** (e.g., Avaloq, **Transact**, **Apsys**, as well as in-house developed software packages), and of the **business operations of the various banking departments**
- **A complete cross-functional approach** of business departments in the Finance sector (Back, Front and Middle Office, Accounting) as well as of the various hierarchy levels (Executives, business users and IT staff)
- Working experience acquired in international companies (**French and English** fluent), able to adapt and work with **multicultural and remote working teams**
- **Certification ISTQB Foundation, Certification ISTQB Agile Tester** and **Certification ISTQB Usability Testing.** Course on Selenium. Using JIRA XRAY and HP ALM.

PROFESSIONAL EXPERIENCES

Crédit Agricole Technologies and Services, Annecy   06.2024-09.2024
Services Company : Synchrone Consulting
Testing the new voice telephony solution Saas
- Writing, executing and follow-up of the UAT in the whole organization and for all delivered services

BNP Paribas (Suisse) S.A., Geneva   11.2019-12.2023
Services Company : ILEM Group
2nd level Support Specialist, Testing and counseling users
- 2nd level Support and Testing of **miscellaneous banking applications** (commodities, cash management, back-office securities, clients' management, Electronic Document Management – using Stelink, Servicenow and Jira): management and follow-up of incidents, coordination with the various stakeholders (users, IT technicians and specialists), **writing and execution of tests**
- Implementation of **action plans** and reporting of the recurring incidents
- **Counseling and supporting** the users' community and documentation writing (working languages: **English** and French)

Fiduciary Ryser, Geneva   2018 – 2019
Administrative and Accounting Support
- … including research and writing of documentation aiming at integrating a payment system

Private Bank Edmond de Rothschild (Suisse) S.A., Geneva   2012 – 2017
Services Companies : DLCI Sàrl and SII Services SA
Consultant Testing (User Acceptance Test) Avaloq (since 07.2016)
- **Organizing and writing UATs**
- Review of analysis diagrams, complementary research with key business users
- Coordination with the users, the various internal departments and with the **Avaloq teams**
- Active participation to various types of testing and support to the business users' community, in a **fast-changing work environment**

Banking Software Specialist – Analysis, Testing, Follow-up and Integration
On applications related to **Tax Reporting Savetax**, as well as **Accounts Opening and Management** (documents generated and transmitted into a BPM system), on the Bank's Intranet and the Bank's **new pricing**:
- Analysis of transversal business users' needs for the production and operations
- Documenting and testing on various functionalities of the software packages
- Coordination with the IT and the business users' communities
- Intensive Test Campaigns for the new functionalities and the non-regressions

- **French** Mother Tongue
- **English** Level B2
  - Working language since 1989
  - First Certificate (173/190)
- **Spanish** Good understanding
- **German** Basic knowledge

Deutsche Bank, Geneva 2012 (3 months)

Services Company : ITAC SA

Testing on specific T24(Transact) modules

- Test plans execution, communication and follow-up of the troubleshooting, so as to ensure a quick UAT of the T24 version, using **HP Quality Center**

Lloyds TSB Private Banking, Geneva 2008 – 2011

Services Company : ITAC SA

Support, Testing & Training Specialist

- Specifications and testing of new functionalities of various Front / Back Office and Funds Management applications: successful launch of the Trading Order Management System application, support of a Sales management System Application and Super User for a Direct Debit Application (SEPA-DD)
- Delivering training sessions and providing support to users, including writing of documentation and workflows, Administrator of the on-line Training Platform "Myteacher"

ADP / Broadbridge, Geneva 2006 – 2008

Services Company : BST Management

Testing & Support Specialist

- Analysis, support and intensive testing in view of a major migration of STB2 within a leading English bank

Temenos, Geneva 2000 - 2006

Customer Support Consultant & Specialist for the Support and Functional Analysis on t24 (Transact)

- Installation and migrations of the T24 software package (became Transact) in major Swiss and international banks

Digital Equipment Corporation / Compaq, Geneva 1993 - 2000

Operations Specialist and Functional Support Specialist (Apsys)

COS Software Engineering S.A., Geneva 1992 - 1993

Functional Specialist of the Transact (alias Globus) Software

Abaque Partners S.A., Geneva 1989 - 1992

Programmer Analyst

TECHNICAL EXPERTISE

Banking and Software Packages	Avaloq, Apsys, Transact(formely T24/Globus), STB2, BEST II (in house for Lloyd's Bank), OTMS, Telekurs RBA and FIMS data feeds, Savetax, BPM (Business Process Management), Kondor, Kiteworks, Stelink Kiteworks
Management Tools and IT follow-up projects	**ITIL V3 Foundation** (Score 32/40 – certification 2011), Easyvista, MS Project, Servicenow JIRA
Testing	**HP Quality Center** (ex Mercury), **JIRA XRAY**
E-Learning	Myteacher
Operating Systems	Unix, Open/VMS
Databases	SQL-Ingres, Universe, Jbase
Network	TCP/IP
Programming Languages	C, Infobasic, Cobol
Others	WindowsNT workstation, Powerpoint, Excel,Odigo