

# Collins Lidede

Software Analyst | QA Manager | Agile Coach | Tech Leader

## Profile

Dynamic Software Analyst and QA Manager with over 9 years of experience driving agile transformations and enhancing software quality assurance processes. Expertise in developing strategic initiatives that streamline project delivery and improve operational efficiency. Proven ability to lead and mentor cross-functional teams, ensuring alignment with business objectives and fostering a culture of continuous improvement. Proficient in risk assessment, process enhancements, incident and change management. Passionate about leveraging agile methodologies to optimize testing protocols and elevate team performance in fast-paced environments.

## Employment History

### SRE QA Manager at Akamai Technologies

January 2022 — Present

- Leading and mentoring test engineers, fostering a culture of continuous improvement and professional growth.
- Managing incident response and resolution processes, ensuring minimal downtime and quick recovery.
- Enhancing software quality assurance through strategic test plan development and implementation.
- Review and align business requirements with technical specifications to meet project goals.
- Implementing process improvements to optimize testing protocols and increase operational efficiency.

### QA Lead Voice and Mobile Infrastructure at Enreach

January 2021 — January 2022

- Established QA guidelines for voice and Mobile Infrastructure Circle.
- Maintained comprehensive test plans aligned with service and feature development.
- Collaborated with internal teams to align QA activities with project execution.
- Maximized uptime and performance of core infrastructure through regular testing.
- Designed and implemented software solutions to support voice and mobile network integration.

### Associate Director - IT Solutions- Delivery at Tata Communications MOVE Nederland B.V.

January 2018 — January 2021

Develop and implement new solutions, processes, standards, and operational plans based upon business strategy to achieve full business potential, while discussing HLD with Delivery to finalize solution approach. Administer and maintain delivery of 6 development

## Details

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## Links

[LinkedIn](#)

[Website](#)

## Skills

Product & Project Delivery

Process Improvements

Risk Assessment & Mitigation

Change and Incident Management

Agile & Scrum Methodologies

Agile QA Delivery

Training & Development

E2E Solution Architecture

Continuous Integration

Team Building & Leadership

Release Management

Telecommunications

and 2 E2E solutions teams across different time zones. Deliver proactive support to Product Owners and Scrum Masters in creating Product/Sprint Backlog and overseeing User stories.

Manage and support scrum activities, including sprint planning/reviews, daily scrums, refinement, and retrospectives. Identification of risks, monitoring, tracking and timely escalation on related issues Assist in the implementation, delivery, integration, and support of new technologies within the program

***Key Achievements:***

- Improved project outcomes by formulating techno-commercial content of Statement of Work for projects.
- Uncovered and consolidated tools capabilities into product releases by engaging in New Product Initiation activity, while facilitating customer organization through change impacts.
- Improved Defect Management and Defects RCA process for the MOVE Product
- Led transition of BSS Development from TFS to Azure Devops Cloud and transformed into agile way of working.
- Facilitated delivery of E2E solutions to MVNOs, Automotive and Airlines for the telco BSS.
- Slashed deployment time by 60% by developing a CICD Pipeline for all applications.
- Optimized Unit tests by 40%, enhanced employee engagement, increased team productivity by 30%, improved code quality, reduced downstream defects by 40%, and decreased employee on-boarding time by 50%.
- Decreased issue detection time by 80% by establishing and employing Test Automation Pipeline.

**Product Development Specialist at Tata Communications**

January 2017 — January 2018

Spearheaded solution delivery for strategic projects such as migration through SDLC cycle from UBR completion to deployment, while creating high/low level, detailed design, conducting unit/system/integration testing, UAT. Delivered effective guidance to delivery team on creating user documentation and driving training. Formulated test deliverables, including test point sheets/matrix, static checklists, and Data requests, while preparing documents and estimations. Automation Test tool identification, POC, implementation and tracking of ROI. Track the assigned tasks with respect to the software test plan and the project schedule Ensure the resolved defects are re-tested Consolidate test results then sent to approval from stake holders or BA Perform Cleanup activities Setup Go/ No Go meeting with stake holders Providing internal team training for new joiners

***Key Achievements:***

- Successfully deployed the MOVE product, enabling significant business development opportunities
- Reduced documentation and operational handover time by 60%

- Decreased defect cycle time by 30% through improved testing methodologies
- Enhanced customer satisfaction metrics by 40% through stronger acceptance criteria
- Strengthened cross-functional team collaboration, improving product quality and delivery timelines
- Increased efficiency of RESTful API and GUI testing by 30%

### **Junior Analyst – Development & QA at Tata Communications**

January 2016 — January 2017

Streamlined and updated testing by establishing End-to-End Scenarios (E2E) for User Acceptance Testing (UAT), while analyzing Test strategy/plans Analysis of existing systems/solutions. Performing smoke, functional and acceptance testing Involved in Requirement Study, Test Planning, Test Design, Test Execution, Defect Management, and test closure activities for the projects assigned in each release and in audit activities during client visits. Analyzing the Business Requirement Document, High level and Low-level design documents. Performed manual and automation testing on Android, iOS Validations of Test tap files as per Tadig Validations Participate in release planning meetings to finalize the test scope. Integration and Performance testing for AWS instances used for the project Involved in Defect Management Meeting SLAs and taking proactive measures to meet the targets

#### ***Key Achievements:***

- Improved quality assurance by conducting QA Testing and leading product development.
- Boosted AWS EC2 performance testing by 40% by engaging in Walk Through/requirement/bug review meeting.
- Optimized testing by 60% by developing traceability matrix for all applications.

## **🎓 Education**

**Bachelor's Degree, Computer Science, Kean University**

**Diploma, Business Administration, NIBS Technical College**

## **🏆 Extra-curricular activities**

**Advisory Board Member at Sister Schools Foundation, Amsterdam**

March 2021 — Present