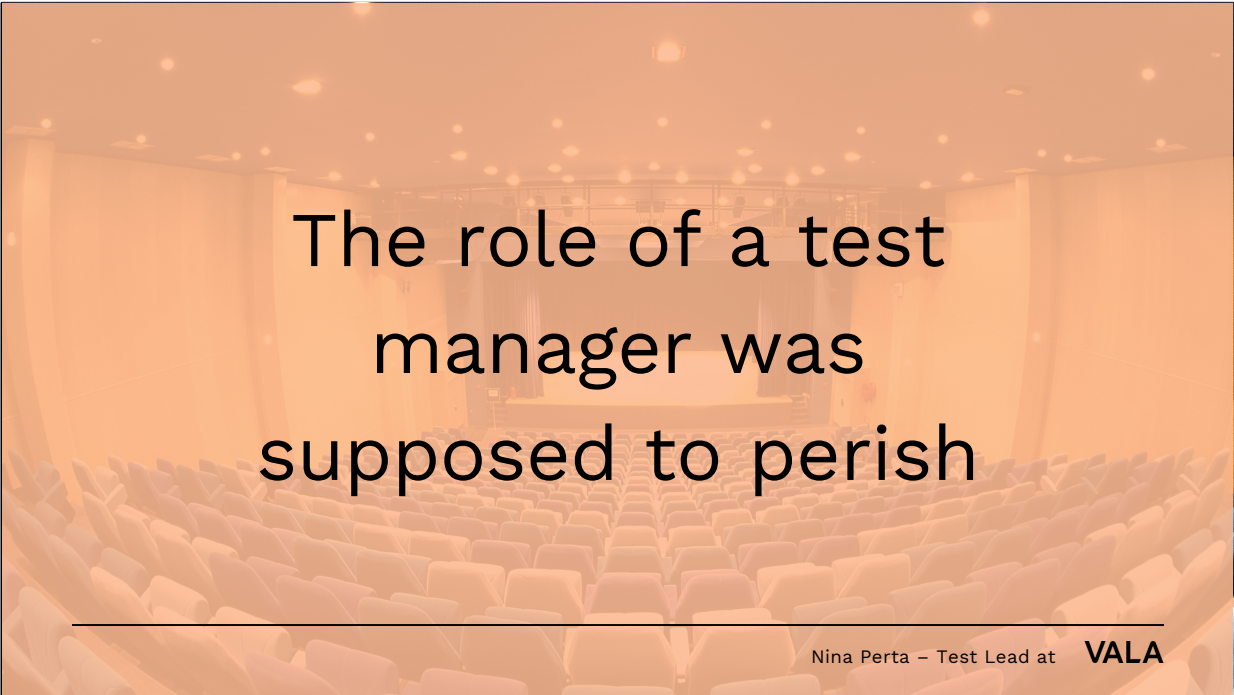


How to strive as a non-technical testing professional

My story

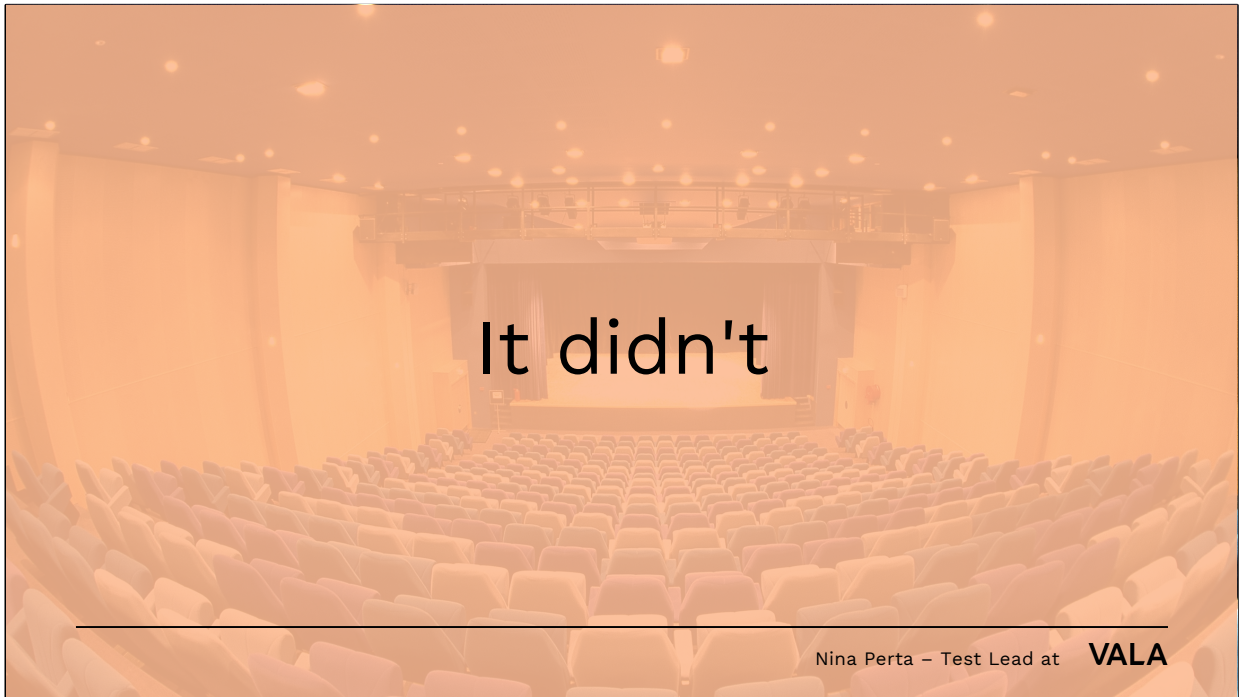
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The role of a test manager was supposed to perish

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Around 10 years ago agile was supposed to kill the role of test managers, and later DevOps would kill the rest of these.



It didn't

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My story

As a non-technical testing professional



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My background

Helps understand my success as
a non-technical professional



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Economics bachelor



Insurance Call center



Sales at an importing company



Key user for ERP project



The awakening of a nerd



The birth of a tester



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What I do now



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Consultant now for 13 years

Started as test analyst, moved to test manager role and currently working as QA Lead
Mainly been working with companies that by software that they then utilise in their work

I work a lot with business people and key users

Pillars for my success

And how they became my success factors



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Strong business understanding



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Projects I participate offer are defining new processes and ways of working as they implement the new system – Important to understand business people
With having a background in business, I have common language and can ask more questions that help to increase the awareness of the whole project team
Big part of my work is to help Key users working in projects – as I have been in their position myself I can help them better, even when they don't know to ask for help

Understanding what is important for the end-user



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I have trained a lot of customers to use the new Point-Of-Sales systems and their customers to use the new Smart cards and seen how they wanted to take the card out of the machine in various stages of the purchase process. With this in mind I enter new projects and start to my work to understand what is important in this case and discuss with others the importance of different functions.

Explaining complex
and abstract things
in a simple and
understandable way



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Many people think that insurance terms and conditions are hard to understand and I have learned that when you can explain these to customers over the phone you can explain almost anything to anybody. And this has proven to be a valuable skill in projects when explaining the systems, testing and project work to business people.

Building a big picture and having an eye for details



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Testers face many contradictory requirements:

- Ability to see the big picture and still have eye for details
- Disciplined and creative
- Quick and thorough

Building the big picture from business perspective is easier with business background

Leadership skills



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We testers need to take leadership in all testing and quality related matters, regardless of our position

Passion for quality



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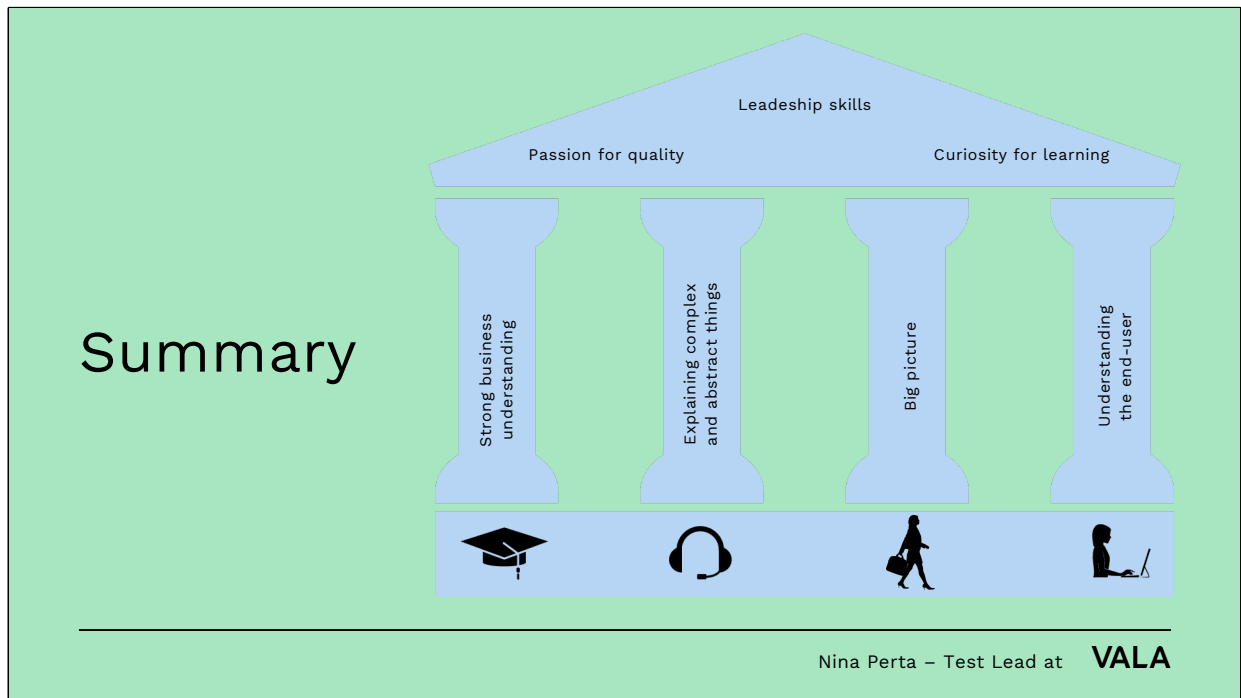
Passion for quality in regards to processess, ways of working, tools used and the software we are building

Curiosity for learning



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I'm curious to learn and experiment new things and ask a lot of questions, this often eyeopening experience to other when they explain the reasons behind functions or processes and see the pitfall in them



Test manager role has not disappeared, it has changed and the name is sometimes different, but projects need strong leadership in testing where the cornerstones are understanding the business needs, risks and system architecture and functionality.

I encourage each and everyone of you to look back on your working history and analyze what skills and knowledge you have gained in different phases of your working history. I bet that there is something useful in every work you have done!

I challenge everyone who is in the hiring position, to think in wider teams on what skills and knowledge your testing professionals need. To think about bringing more diversity into the team in terms of background,

education and work experience. Then build an environment where everyone can use the full spectrum of their skills and your projects will flourish.



Thank you

Nina Perta - Test Lead at **VALA**

Books & references

- Abby Wambach: Wolfpack, how to come together, unleash our power and change the game
- Abby Wambach: Barnard Commencement 2018
<https://www.youtube.com/watch?v=wJe40l2waxs>

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