

JONATHAN PAUL

Quality Manager & Coach

DETAILS

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SKILLS

Culture Building

Metrics

Effective Team Leader

Team Motivation

Company Communication

Data Analysis

Javascript

Automated Testing

PROFILE

An experienced and team-motivated manager with over 12 years experience working in Fintech, with a broad range of experience in engineering, quality assurance, product and as an executive.

A proven track record setting strategy, building and motivating teams, identifying and resolving conflicts and aligning teams to a shared vision and goals.

Based remotely, I am looking for a role where I can help all teams deliver better products, faster, by instilling a quality culture at all levels of the company.

EMPLOYMENT HISTORY

Head of Quality, Lendable Ltd.

London

Aug 2022 — Nov 2023

Set the quality strategy for the organisation, building a culture of ownership, continuous improvement and alignment with the company vision.

Formalised the engineering processes and SDLC from scratch, collaborating with teams to empower engineers to own their own processes, ensuring we delivered bug-free software every day.

Brought in a metrics driven quality approach to help engineers make decisions. For example, after engineers noted PRs took too long in retrospectives, we implemented changes and reduced the average Pull Request time by 50%, improving team satisfaction.

Drove agile transformation amongst multiple teams struggling with quality, building trust, ownership and a culture of continuous improvement, resulting in high morale and all teams achieving their OKRs.

Head of Product Strategy, Caplin Systems Ltd

London

Jan 2019 — Nov 2021

Guided the executive team through a review our product offerings, revenues and development costs on a per product basis, our sales opportunities and the state of the market.

Using this quantitative data, I helped the executive team to set the Vision and Strategy which the company has been following for 3 years now, resulting in a doubling of recurring revenues while holding costs constant.

Product Owner, Caplin Systems Ltd

London

Mar 2015 — Dec 2018

Reinvigorated Caplin's legacy flagship products by re-engaging with Caplin's clients to better understand customer needs and frustrations and established a roadmap to improve (and track) customer satisfaction. Established a data-driven process to address bugs and technical-debt to help our developers deliver better releases, faster.

Senior QA, Caplin Systems Ltd

Copenhagen,
Singapore

Oct 2013 — Feb 2015

Engaged with Caplin's customers abroad, providing technical support and communications channels. Spearheaded test automation, removing the legacy manual test suite, improving release times and quality.

Led bug investigations process and created a number of technical tools to speed debugging and diagnostics.

QA Engineer, Caplin Systems Ltd

London

Jun 2010 — Sep 2013

Worked both in-house and onsite with customers to develop automated test suites in both Java and Javascript for Caplin's web products and setup a number of non-functional suites for both performance and load testing within the browser.

Team Lead on the project to rewrite the legacy data streaming library, converting a previously unmaintainable code base into one any developer could contribute to immediately.

EDUCATION

Computer Science, University of
Southampton

Southampton

Oct 2007 — May 2010

BSc in Computer Science

READING LIST

5 Dysfunctions of a Team, Patrick Lencioni

Summarizes perfectly the respect and trust that teams need to build to be successful.

Team Guide to Metrics for Business Decisions, Mattia Battiston & Chris Young

Gives you everything you need to know to empower your engineering teams with valuable metrics

The Art of Action, Stephen Bungay

The best book written on how to align an organization to a common goal and achieve results.

Checklist Manifesto, Atul Gawande

Lays out how best to empower people to create processes that work for them

Radical Candor, Kim Scott

An eye opening book about the responsibility of managers to help build their teams