



Aristotelis Metsinis

Telecommunications | Software + QA engineer

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Profile

High qualified, self-motivated senior QA Automation, Software, and Telecommunications engineer with extensive experience in IT and Mobile Telecom industries working as a :

- Software "Quality Assurance" engineer, being responsible for the preparation and execution of procedures for software quality assurance of SWIFT's FinTech suites, 25/8-Projects' betting services, and Persado's cognitive content platforms, according to outlined industry standards.
- "Connectivity/Integration" engineer, being responsible for the administration, maintenance, and support of Persado's and Upstream's global Gateway infrastructures, designing and delivering, in a timely manner, the messaging and billing interconnections with clients and partners.
- "Value Added Services" software engineer, being responsible for the entire life-cycle of Vodafone's in-house developed messaging service applications, including the requirements and specifications analysis, design, implementation, integration, quality assurance and software testing as well maintenance, monitoring, optimization and troubleshooting.
- "Cellular Systems" radio engineer, being responsible for the cell design, frequency as well as capacity planning of Vodafone's radio network.

An engineer capable of reliably managing and delivering effective solutions and results on time in an Agile framework, working under hard pressure and strict time margins with proactive goal-oriented attitude, as part of a team or individually, building trusting relationships with customers and colleagues. A dedicated professional with a solid academic background, willing to innovate, learn and share knowledge, equipped with great attention to detail, with excellent interpersonal, analytical thinking and problem solving skills, effectively conveying information verbally and in writing; committed to adapt and succeed in any environment.

Experience

MINDWAVE – Athens, Greece

02/2022 – Present

QA Automation Engineer

Consultant @ **SWIFT** - Financial Crime Compliance Engineering department - Transaction Sanctions Screening squad | Responsible for :

- The preparation and execution of procedures for software quality assurance according to outlined industry standards and the Agile Software Development methodology, implementing extensive requirements and business processes in the FinTech industry.
- The estimation, planning, and coordination of testing strategy and activities.
- The definition and execution of automated (acceptance) test cases in Serenity with Cucumber (Java) and Robot framework (Python).
- Monitoring test results and validating their Exit criteria.
- Ensuring that quality issues and defects are appropriately identified, investigated, documented, tracked, and resolved.
- Contributing towards automation framework development and being involved in creation of automation scripts (UI and API).

UPSTREAM – Athens, Greece

07/2018 – 01/2022

Senior IT Operations Integration Engineer

IT Operations Engineering department | Responsible for :

- All operational aspects of a project; the set-up, configuration, testing, deployment and support of Upstream's messaging and billing gateways, interacting with mobile operators for the purposes of large-scale mobile marketing campaigns.
- The collaboration with internal and external technical teams delivering the desired (SMPP, HTTP, SOAP, DIAMETER, etc) integration in line with project's specifications and requirements.
- Proactively administering Upstream's messaging and billing gateways ensuring the highest level of availability.
- Serving as the point of escalation for any messaging or billing related incidents.
- Participating in troubleshooting sessions with client technical teams.
- Ensuring that proper procedures, documentation and training are prepared.
- Identifying, documenting and requesting operational requirements for tools and projects.

25/8 PROJECTS – Athens, Greece

12/2017 – 06/2018

QA Automation Engineer

Engineering department | Responsible for :

- The revision and analysis of system requirements and technical specifications.
- The estimation of testing efforts to support the defined testing scope and timelines.
- The design, implementation, documentation, and execution of functional, integration and regression test cases that comprehensively cover the intended functionality of software features, systems and components.
- The creation of logs to identify, report and document testing phases, defects, and software failures using Jira (Zephyr) and Confluence.
- The monitoring of system related defects, ensuring that they are re-tested in a timely manner.
- The analysis of testing results to ensure continuous improvement in quality and efficiency.
- The support of ongoing work to automate and document QA regression testing using Selenium/Webdriver and TestNG testing tools and frameworks as well as Git source control tool.
- Closely collaborating with cross-functional software and product development as well as project management teams to ensure quality throughout the software development lifecycle, in an Agile software development environment.
- Assisting the development team in pinpointing issues and tracking their status through resolution.
- Supporting User Acceptance Testing and providing assistance as needed.

PERSADO – Athens, Greece

02/2017 – 07/2017

Software Quality Assurance Engineer

Engineering department | Responsible for :

- The revision of requirements specifications and technical design documents to provide timely and meaningful feedback.
 - The estimation, planning, and coordination of project testing activities.
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- The development and execution of detailed, comprehensive and well-structured manual and exploratory Test Cases.
- Ensuring that quality issues and defects are appropriately identified, recorded, thoroughly documented, and resolved in Persado's defect life cycle tracking system.

PERSADO – Athens, Greece

07/2013 – 07/2017

Connectivity Engineer

Operations department | Responsible for :

- The contribution to the effective service provision of the technical Operations team.
- The set-up, configuration, testing, deployment and support of Persado's gateways, establishing connectivity between Persado and its clients for the purposes of large-scale digital marketing campaigns.
- The collaboration with several technical teams, delivering the desired connectivity in line with other project requirements.
- Serving as the point of escalation for any connectivity related problems for live projects.
- Participating in troubleshooting sessions with client technical teams.
- Proactively administering Persado's gateways, ensuring the highest level of availability.
- Providing 2nd & 3rd level support.

VODAFONE – Athens, Greece

01/2005 – 06/2013

Associate Senior Data Messaging Services Development Software Engineer

Southern Europe Technology division, Engineering function, Service Design & Development department, Messaging Solutions group | Responsible for :

- The definition of procedures, ensuring the proper development, integration and monitoring of new Value Added messaging Services.
- The documentation of service applications.
- The Technical Requirements Specification Reports.
- The set-up, configuration, testing and administration of Vodafone's messaging gateway, establishing connectivity between internal and external Value Added Service applications and Vodafone's SMSC/MMSC platforms.
- The administration of Vodafone's branded messaging services J2EE platform, monitoring its performance, upgrading with new service features, retrieving statistical data and performing system troubleshooting.
- The entire lifecycle of in-house developed service applications, including the requirements and specifications analysis, design, implementation, integration, quality assurance and software testing as well maintenance, monitoring, optimization and troubleshooting :
 - Real-time service applications written in Java and Perl programming languages, making use of a variety of communication protocols such as HTTP, RPC/XML, SOAP/XML, etc., running on Solaris (Unix) operating system, while exchanging information with a number of diverse systems such as Billing, Provisioning and Data Warehouse platforms as well as Oracle relational databases (via SQL).
 - Web based applications supporting the functionality of the above services, allowing access to Marketing end-users and Customer Care agents, displaying statistical data, or exporting reports, etc. The underlying programming languages and technologies being used extend from HTML, CSS, JavaScript and JQuery to server-side pure Servlets and JSPs, running on Apache-Tomcat web-container environment.

VODAFONE – Athens, Greece

09/2000 – 12/2004

Cellular Systems Radio Engineer

Technology division, Engineering function, Radio Systems department, Radio Performance group, Radio planning team | Responsible for the :

- Monitoring of the radio part of the cellular network, taking corrective actions and ensuring network and quality of service key performance indicators.
- Capacity and frequency planning of the radio network.
- Introduction of new GSM (900/1800 MHz), GPRS and UMTS radio functionalities.
- Design of new radio cells and base stations.
- Design and development of the cellular network for “Vodafone Albania”.

UNIVERSITY OF ATHENS – Athens, Greece

09/1995 – 09/1996

Microcomputers Laboratory Demonstrator

Mathematics department | Responsible for the :

- Education and practice of undergraduate students in subjects concerning Informatics. Lectures on Pascal and MS-Dos / MS-Windows operating systems and applications.

HELLENIC STATISTICAL AUTHORITY – Athens, Greece

03/1996 – 04/1996

Practice on Statistics

Project in collaboration with the department of Mathematics of the University of Athens :

- Collection and statistical analysis of data from the Greek trade area.

HELLENIC AIR FORCE – Greece

04/1999 – 09/2000

Meteorologist

Hellenic National Meteorological Service | Responsible for the :

- Observation, reporting and encoding the weather elements required for the pre-flight weather reports and also the en-route weather radio message.
- Explanation of the procedures used to estimate the subjective elements of the weather report/forecasting (e.g. visibility, weather and cloud type, amounts and height).
- Description of the procedures used to accurately obtain the objective elements of the weather report (e.g. wind speed and direction, pressure and temperature).
- Knowledge acquisition of the various systems, equipment and instruments in use, including their limitations.
- Understanding the need for issuing accurate weather reports, especially in the case of an aircraft incident.
- Decoding civil "METAR" and "SYNOP" weather reports.
- Understanding of air masses, weather fronts and the way clouds are formed.

Professional Skills

- Testing tools & frameworks : Serenity with Cucumber (Java), Robot framework (Python), Selenium/Webdriver, TestNG & Codeception.
- Programming languages : Java, Python, Perl, Bash, XML, SQL & PL/SQL, HTML, CSS, JavaScript & JQuery, JSP & R.

- Software packages, development, monitoring & collaboration tools : Git, IntelliJ, Eclipse, Komodo, Oracle SQL Developer, SQL Navigator, XML Spy, Gnuplot, Ultra Edit, Notepad++, Wireshark, WireEdit, RStudio, Matlab, Cygwin, Microsoft Teams, Skype, Slack, Mattermost, Zabbix, Jira, Zephyr, Trello, Confluence & Microsoft Office.
- Databases : Oracle.
- Operating Systems & Environments : MS-Windows, Unix (Solaris) & Linux (CentOS).
- Messaging Gateways : Purple (by Persado), Exomi Messaging Gateway & MSP (by Empower Interactive Group).
- Cellular network planning & management tools : Quantum (by Quotient Communications), VGis (Vodafone Geographical Information System) & OSS (by Ericsson).

Education

UNIVERSITY OF ESSEX – Essex, England

1997 - 1998

Master of Science (MSc.) in “Telecommunication and Information Systems”

Electronic Systems Engineering department | Grade : 76.34%

- Project on “Radio Wave Propagation with Applications on Cellular Mobile Radio Systems”. Grade : 90%

UNIVERSITY OF ESSEX – Essex, England

1996 - 1997

Postgraduate Diploma (Pg. Dip.) in “Communication Systems”

Electronic Systems Engineering department | Grade : 74.20%

- Project on “Traffic and Switching in an ATM Network: a Statistical Analysis”. Grade : 80%

UNIVERSITY OF ATHENS – Athens, Greece

1991 - 1996

BSc. in “Mathematics”

Mathematics department | Grade : 7.22 / 10

Honors & Awards

- Nortel (Northern Telecom) Prize for the best overall student performance on the 1997 – 98 MSc. course in “Telecommunication and Information Systems” offered by the Electronic Systems Engineering department of the University of Essex, July 1998.
- Engineering and Physical Sciences Research Council 1997 - 98 studentship, September 1997.
- Postgraduate Diploma in “Communication Systems” awarded with merit, July 1997.

Courses & Certifications

- For a complete list of training courses, please visit : <https://www.linkedin.com/in/aristotelismetsinis/details/courses/>
- For a complete list of licenses and certifications, please visit : <https://www.linkedin.com/in/aristotelismetsinis/details/certifications/>

Publications

- Metsinis, A., “Cellular Structure of Mobile Networks”, Mobile Telephony and Telecommunications, February 1999, no. 28, pp. 126 - 135 @ https://aristotelis-metsinis.github.io/cellular_network_structure.html