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What led you to the career path you're on now?

I've been interested in computers since I got a BBC micro as a child – back before the internet in 1980. I soon began typing programs from computer magazines to make my own games, which is when I learned about the need for QA. After college I started working in IT and moved towards QA as I found that I enjoyed the bug-hunting process.

What does a QA Manager do?

A QA Manager is responsible for defining the QA process, and then ensures that it is being followed correctly.

What does your working day look like?

Most of my work now is in planning and scheduling the QA activities for the client. This is centred around the creation of documentation outlining the test activities to be taken. As I am currently working on redefining the test process for the client, I will also be creating decks for the client to review, so that I can get their feedback on new processes. Interspersed throughout the day will be scheduled calls. These provide an opportunity to be updated on the latest state of play regarding our projects. They are also opportunities for me to update and get feedback on my work, which keeps me moving forward. In the evening I return to my to-do list. This is a great way to finish the day – you see what you have achieved, and it leaves me with a sense of accomplishment and energised. It also sets up the next day so that when I log in tomorrow I know where I am and what I'm working on.

What do you like best about your role?

I enjoy taking charge of the overall QA lifecycle and seeing it go from plan to execution.

What advice would you give to someone looking to join your team?

Communicating with your colleagues is the most important skill to have and use.

Describe your job in 5 words or less.

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