

Mark Custard

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Chief Technology Officer | QA Engineer | Full-Stack Developer

Senior Quality Assurance Engineer and Technical Leader with 6+ years experience building revenue-generating platforms and comprehensive testing frameworks. Architected complete booking platform generating £35k+ revenue in 4 months while building 6,500+ automated tests. Proven expertise in mobile testing (iOS/Android), API validation, cross-browser testing with BrowserStack, and full-stack development with React/Python. Strong background in Agile environments, CI/CD pipelines, and cross-functional collaboration with engineering and product teams.

EXPERIENCE

Chief Technology Officer (Part-Time)

TAG Parking • Remote • October 2025 — Present

- Architected and delivered complete booking platform generating £35k+ revenue and processing 375+ bookings in first 4 months
- Led full-stack development from conception to production deployment with comprehensive auto-roster scheduling engine
- Built enterprise-scale test suite with 6,500+ mocked unit and integration tests (99.2% pass rate, 85% code coverage)
- Implemented robust Stripe payment architecture with dynamic pricing, promo codes, and race-condition-free processing
- Created business intelligence platform with financial analytics, occupancy forecasting, and revenue milestone tracking
- Delivered scalable platform handling real-time bookings, automated scheduling, and multi-user concurrent operations

Senior QA Engineer (Contractor)

Embrace Pet Insurance • Remote • June 2025 — December 2025

- Built automation for 2 quote creation tools, streamlining validation workflows across multiple brands
- Added 400+ test cases to Testmo repository for comprehensive test management and reporting
- Performed comprehensive manual and A/B testing across web applications
- Utilized Salesforce CRM and Cosmos DB for data validation across insurance systems
- Collaborated with cross-functional teams using Azure DevOps for CI/CD deployment to production

QA Analyst

BlueinGreen (Netflix Contractor) • Remote • July 2024 — Present (Part-time)

- Ensured flawless performance of Netflix's primary acquisition pages contributing to \$1.2B subscription revenue
- Built Playwright automation framework from zero, scaling to 700+ tests for customer acquisition platform
- Achieved 90% reduction in manual regression testing through strategic automation implementation
- Conducted A/B testing campaigns validating UI variants across multi-platform user base
- Led complex migration testing ensuring seamless transition between vendor platforms
- Tested Asset Editor features including batch operations and real-time preview functionality

QA Analyst

Stake (Fintech) • Remote • March 2022 — May 2024

- Ensured quality of fintech web and mobile applications, reducing app crash rates by 20% through comprehensive testing
- Wrote unit and integration tests with mocked data for code coverage and integration testing

- Conducted A/B testing on user sign-up and onboarding flows to improve conversion across iOS and Android apps
- Performed API testing with ChaiJS and Postman for financial transaction validation and data integrity
- Utilized Python, SQL, and Pandas for data queries and test automation in financial systems
- Enhanced system monitoring with Google BigQuery and Zapier, reducing integration errors by 15%

QA Engineer

CSC Generation • Remote • July 2021 — May 2022

- Collaborated with cross-functional teams to define and analyze requirements for new features
- Developed and executed comprehensive test cases, enhancing test coverage and accuracy
- Conducted regression and exploratory testing, maintaining overall product quality

Software QA Analyst

Kemper Insurance • Remote • April 2021 — July 2021

- Developed and maintained test plans and cases, ensuring comprehensive test coverage
- Executed functional, integration, and regression tests with defect reporting and analysis
- Led scenario-based testing across diverse applications, coordinating with project partners

Software QA Analyst

American Access Casualty Company • Remote • January 2020 — April 2021

- Crafted and executed detailed test scripts, cases, and scenarios for insurance applications
- Increased test efficiency by 25% through automated test processes aligned with business requirements
- Maintained rigorous defect documentation in Jira, collaborating with development teams for resolution
- Conducted cross-browser compatibility testing, resolving 95% of compatibility issues

Junior Application Developer

American Access Casualty Company • Downers Grove, IL • October 2018 — January 2020

- Wrote, tested, and analyzed software programs and web applications throughout the production lifecycle
- Analyzed and corrected software errors, reducing error rates by 20% through systematic debugging
- Collaborated with customers to develop new features, improving product functionality and user satisfaction

EDUCATION

Full-Stack Web Development Certification • Actualize Coding Bootcamp • 2018

Bachelor of Laws (LLB), Business Law • London Metropolitan University • 2006

CORE SKILLS

Testing Automation: Playwright, Selenium, Pytest, BrowserStack, API Testing with Postman

Mobile & Cross-Platform: iOS/Android Testing, Cross-Browser Testing, Responsive Design Validation

Development: Python, JavaScript, React, SQL, PostgreSQL, FastAPI

QA Process: Test Planning, Agile/Scrum, CI/CD (Azure DevOps), Jira, A/B Testing