



Suzanne van der Hoek

Tricentis Tosca Test
Architect

Tricentis qTest Specialist

ABOUT ME

With a strong background in the software industry, specifically focusing on Tricentis products, I bring valuable expertise and experience to the table.

At Tricentis, I worked as a Customer Success Engineer, assisting customers with technical issues, product installations, and implementation questions. I conducted workshops on best practices for Tricentis Tosca and qTest, helping customer teams optimize their test case creation and maintenance processes.

I also served as a Partner Success Manager, educating Tricentis Partners on effective usage of Tricentis Tosca, conducting workshops on implementation topics, and training teams to become Tricentis Certified Implementation Partners.

As a Consultant, I guided enterprise customers in implementing Tricentis Tosca, provided onsite training sessions, and developed best practices for automated test case creation within Tricentis Tosca.

Prior to Tricentis, I gained experience as a Test Consultant at Preagus and a Test Tool Engineer at Sogeti, specializing in software testing and test automation.

I am dedicated to customer success and implementing best practices. With my diverse skill set and industry experience, I believe I can make a valuable contribution to any organization in the software industry.

[LinkedIn](#) , www.aqasca.com

EDUCATION, TRAINING & CERTIFICATIONS

Tricentis Tosca

2020 – Test Architect Level 1

2018 – Test Architect Level 1

2018 – OSV Specialist for Tricentis Tosca

2018 – Exploratory Testing Specialist

2018 – Automation Specialist for SAP

2018 – Automation Specialist Level 2

2018 – Test Design Specialist Level 1

2018 – Automation Engineer Level 1

2018 – Automation Specialist Level 2

2018 – Automation Specialist Level 1

2017 – Tosca Query Language 9.0

2017 – Automation Specialist for Databases

2017 – Test Design Specialist Level 2

2014 – Tosca Advanced

2014 - Tosca Foundation

Tricentis qTest

2023 – Tricentis qTest Administration

2021 – qTest specialist Level 1

2016 – Professional Scrum Master 1

2014 – Tmap

2014 – Bachelor of Information and Communication Technology



EXPERIENCE

Feb. 2021 – Jun. 2023 Customer Success Engineer – Tricentis

- Conducting sessions on best practices and upgrade strategies for Tricentis Tosca.
- Performing health checks for Tricentis Tosca to assess its performance and identify areas for improvement.
- Assisting customers with technical issues, including the installation of Tricentis Tosca products and addressing implementation questions.
- Facilitating workshops focused on Requirements and TestCaseDesign for Tricentis Tosca.
- Reviewing and coaching specific customer teams on implementing and leveraging best practices in Tricentis Tosca, optimizing reusability options, speeding up TestCase creation, and simplifying maintenance processes.
- Developing best practices for Tricentis qTest to guide customers in optimizing their test management processes.
- Conducting sessions on best practices for Tricentis qTest.
- Creating an automated Tosca health check addOn to streamline the assessment and monitoring of Tricentis Tosca's system health and performance.

Jun. 2019 – Jan. 2021 Partner Success Manager – Tricentis

- Educated Tricentis Partners on the effective usage of Tricentis Tosca.
- Taught Best Practices and conducted workshops on specific implementation topics for Tricentis Partners.
- Assisted Partners in identifying suitable individuals within their organization and developing personalized training plans to become Tricentis Certified Implementation Partners.
- Created the Tricentis Certified Implementation Partner training program.
- Developed and delivered the Accelerate Best Practice training sessions.

Apr. 2018 – May 2019 Consultant – Tricentis

- Setup and guided Enterprise Customers using Tricentis Tosca.
- Conducted onsite training sessions for Automation Specialist Level 1 & 2
- Developed Best Practices for Tricentis Tosca.
- Created a manual workspace review for Tricentis Tosca.
- Facilitated workshops on Requirements and TestCaseDesign.
- Coached and reviewed teams on the creation of automated test cases with Tricentis Tosca according to the Best Practices.