EMRE DURSUN

QA Consultant — Pega & Tricentis Tosca

info.emredursun@gmail.com
+31 6 2878 8948
emredursun.nl
Nieuwegein (Sopra Steria) · Hybrid

PROFESSIONAL PROFILE

I work on QA and test automation for Pega applications, in the Sopra Steria Pega Practice (RulesMatter). Most of my background is in financial services, where release discipline and audit trails are hard requirements. I hold Certified Pega Business Architect (CPBA) and Certified Pega System Architect (CPSA), and in 2026 I certified as a Tricentis Tosca Product Consultant and a Tricentis Testim Product Consultant, both at Advanced proficiency. Languages: Turkish (native), English (C1) and Dutch (B2).

MY JOURNEY

Before Sopra Steria I spent two years at ING as a Test Automation Engineer on Dovetail, Fiserv's real-time payments platform. I built and maintained the shared Selenium, Cucumber and Java framework behind the daily regression suites, covering incoming and outgoing payment flows across multiple countries. I studied Applied Mathematics at Istanbul University, which shows in how I approach coverage, edge cases, and breaking scenarios into independent variables. I am also ISTQB Certified Tester Foundation Level (CTFL). I think about what level a test should live at: end-to-end coverage is expensive, and a unit test doesn't always prove what people assume. Tosca covers model-based automation across web, API, desktop and mobile; Testim adds AI-driven web testing, and I am building out my web automation in Playwright. Combined with Pega, the aim is testability built into the case design from the start. Within Sopra Steria I work with AI Backbone, the group platform for AI-assisted software delivery, and I am developing Tosca skills and workflows for it so model-based testing gets a place in that pipeline. It builds on an open-source project I created earlier, the Devran AI Kit, which adds governance, quality gates and session-persistent context to tools like Claude Code, Cursor and GitHub Copilot. Both come down to the question QA always asks: what makes output trustworthy, and how do you make that trust auditable. Through Sopra Steria I am available for QA Consultant, QA Lead, or Test Automation Engineer assignments in a Pega context, ideally where model-based automation in Tosca is the approach. My preference is financial services or government engagements. If this lines up with what you're working on, feel free to reach out. I'm always up for a conversation about testing real-time payments or scaling QA inside a Pega project.

SKILLS & EXPERTISE

TECHNOLOGIES

Java · TypeScript · JavaScript · Python · Spring Boot · SQL · HTML · CSS · Tricentis Tosca · Tricentis Testim · Pega Platform · Playwright · Cypress · JUnit · TestNG · Selenium · REST Assured · Cucumber · Postman · Swagger · Appium · Azure DevOps · Jenkins · Docker · Git · Maven

LANGUAGES

Turkish	Native
English	Professional (C1)
Dutch	Intermediate (B2)
Ukrainian	Beginner (A1)

KEY COMPETENCIES

- Tricentis Tosca (Model-Based)
- Test Automation
- Selenium & Cucumber
- Playwright & Cypress (TS)
- CI/CD (Jenkins & Azure)
- Docker & Containerization
- Pega Platform (CPBA & CPSA)
- Java & Ecosystem
- API Testing (Rest Assured)
- AI Governance
- SQL & Databases

PROFESSIONAL EXPERIENCE

QA Consultant (Pega & Tricentis Tosca)

May 2026 - Present

Sopra Steria - Nieuwegein, Utrecht, Netherlands · Hybrid

QA Consultant in the Sopra Steria Pega Practice (RulesMatter), focused on test automation for Pega applications. Design test coverage, test data, and automation architecture across web UI, enterprise and desktop applications, API chains, and mobile automation using Tricentis Tosca's model-based approach. Combined with Certified Pega Business Architect (CPBA) and Certified Pega System Architect (CPSA) platform expertise, this builds testability into the case design from the start. Within the group I work with AI Backbone, Sopra Steria's platform for AI-assisted software delivery, developing Tosca skills and workflows for it, and I share the approach inside the practice through a session on model-based test automation for Pega.

Automation Engineer (PSS/True International Payments/Ch Dovetail)

Sep 2023 - Sep 2025

ING Bank (via Sogyo, then internal) - Amsterdam, North Holland, Netherlands · Hybrid

Two years at ING's TIP Test Center (TTC): the first as an external consultant through Sogyo, the second on an internal contract. I designed and maintained automated end-to-end tests for real-time payment processing on Dovetail, Fiserv's payment platform, ensuring transaction accuracy across international branches. I implemented Functional Flow Validation (FFV) checks for EPP and non-EPP payment flows, including country-specific rollouts for Belgium, Italy, Hungary and Slovakia; ran and verified the daily end-to-end regression streams around new Dovetail releases; onboarded new test cases and optimized the framework and its test data; and supported development teams and feature squads integrating with the TTC framework. Moving the 400 legacy scenarios to the new framework and onboarding 450 new ones cut a full regression run with reporting from several days to 3–5 hours.

Full-Stack Automation Engineer (SDET)

Jun 2022 - Jun 2023

TechPro Education EU - Netherlands · Remote

Developed and managed a comprehensive Automation Framework based on acceptance criteria using Selenium WebDriver, Java, JUnit, and Cucumber. Executed UI, backend, and database tests for a hospital portal, covering functionalities like patient management and appointment scheduling. Performed API testing with Postman and Rest Assured, managed dependencies via Maven, and integrated CI/CD pipelines with Jenkins in an Agile environment.

Manual Tester & e-Commerce Specialist

Sep 2020 - Jan 2023

Nerex Motors & BSG Auto Parts (same group) - Amsterdam, Netherlands · On-site

Two companies under the same group: Nerex Motors (Sep 2020 – Jan 2023) and, in parallel, BSG Auto Parts (Sep 2020 – Jan 2022). At Nerex Motors I conducted manual testing on ERP systems to maintain high functionality standards, improved product search visibility on Amazon and eBay, and ran strategic ad campaigns that drove online sales. For BSG Auto Parts I managed the Online Channel (AutoDoc) sales process, fostering B2B growth by developing tailored sales strategies, cultivating strong relationships with key accounts, and negotiating competitive commercial terms.

Student Affairs & Content Coordinator

Mar 2019 - Sep 2020

LiveCoding | Online Web Development Bootcamp - Netherlands · Remote

Played a key role in enhancing the student experience at LiveCoding through comprehensive support and engagement initiatives. Delivered tailored counseling to online students, helping them overcome various challenges. Organized and executed virtual activities to strengthen community ties among students. Maintained accurate student records, ensuring compliance with program policies and tracking progress effectively.

FerriStar - Evergreen Niches

Jul 2017 - Sep 2020

eBay - Netherlands · Self-employed

Successfully contributed to FerriStar's mission of providing curated best sellers and evergreen essentials. Developed strong relationships with suppliers to ensure a consistent supply of high-quality products. Focused on enhancing customer experience through thoughtful product selection in various categories. Gained expertise in e-commerce and product curation, reinforcing FerriStar's reputation in the market.

Mathematics Instructor

Sep 2016 - Mar 2017

Mohammed Al Fatih Schools - El Jadida, Morocco · On-site

Contributed significantly to mathematics instruction focusing on holistic student development. Employed interdisciplinary connections to enhance lesson relevance and student engagement. Collaborated with colleagues to support extracurricular activities and pastoral care initiatives.

Mathematics Instructor

Sep 2014 – Sep 2016

LUMINA Educational Institutions – Bucharest, Romania · On-site

I had the privilege of teaching advanced mathematics at LUMINA Educational Institutions, where I focused on fostering student success in a diverse learning environment. Designed and graded internal assessments, providing detailed reports on student progress and predicted grades. Differentiated instruction to support students from various educational backgrounds, maintaining high international standards. Mentored students on their academic pathways, guiding them toward STEM-related university goals.

Volunteer Assistant

Mar 2012 – Sep 2014

Fiader – Istanbul, Turkey · Part-time

Played a key role in supporting Fiader's mission through effective volunteer coordination and administrative tasks. Managed volunteer records and scheduled shifts to optimize resource allocation. Assisted in organizing events and training sessions, ensuring all logistics were in place. Acted as a primary point of contact, enhancing communication and volunteer engagement.

EDUCATION

Bachelor of Engineering – Full-Stack Automation Engineering June 2022 - June 2023

TechPro Education - Online/Remote

Key Skills Developed: Test Automation (Selenium WebDriver, Cypress, Postman API, REST APIs, RESTful WebServices), CI/CD (Jenkins), Frameworks (Hybrid Framework, Cucumber/BDD), Languages/Tools (Java, Gherkin, SQL, Maven, TestNG, JUnit), Methodologies (Agile, Scrum, SDLC, QA Engineering, Test Planning), and more.

Software Developer September 2019 - April 2020

ROC van Twente - Enschede, Netherlands

Key Skills Developed: Core Programming (C#, JavaScript), Database Management (SQL, T-SQL, MongoDB), Version Control (Git, GitHub), Web Fundamentals (HTML, CSS), and Object-Oriented Programming (OOP).

Full-Stack Web Development October 2017 - March 2018

HackYourFuture - Amsterdam, Netherlands

Key Skills Developed: Web Technologies (HTML, CSS, JavaScript), API Testing, Version Control (Git, GitHub), C#, SQL, and Object-Oriented Programming (OOP).

Bachelor of Applied Science – Mathematics September 2007 - July 2013

Istanbul University - Istanbul, Turkey

Relevant Coursework and Skills: Differential Equations, Complex Analysis, Probability & Statistics, Advanced Calculus, General Physics, and skills in Abstract Reasoning, Systematic Problem Solving, and Data Analysis.

VOLUNTEERING

Event Coordinator (Volunteer) June 2024 - Present

Stichting Kompas voor Diversiteit - Netherlands

Volunteer coordinator at a foundation running events around diversity, inclusion and intercultural understanding. I handle the logistics (venue, agenda, materials), keep in touch with speakers and attendees, and support the workshops on the day itself. Roughly one event a month.