

Lew Brown.

Quality Engineering & Business Intelligence

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SUMMARY

Quality engineering and business intelligence, across twelve years where data, software and operations meet. For the last three I have worked on quality: mapping the critical paths, testing by hand, building the automated regression suites, and holding final say on go/no-go for the work I cover. On the data side I pull a business's scattered systems into one source of truth and build the platforms and automations that turn it into decisions.

CORE SKILLS

Quality & testing	Release management and go/no-go, regression automation (Playwright, Ghost Inspector), functional, cross browser and accessibility testing (WCAG AA)	Business intelligence	SQL (MySQL / MariaDB), Zoho Analytics, ETL, forecasting, dashboards and executive reporting
Automation & AI	Agentic workflows (OpenClaw), Claude and Claude Code, REST API integration, Zoho ecosystem, process design	Engineering	Vanilla JavaScript, Node / serverless, Stripe, Neon Postgres, Magento, Tauri

EXPERIENCE

Atomix · Lead, Business Intelligence & Transformation

Feb 2025 – Jun 2026

- Architected and delivered an **agentic reporting platform** pulling ten systems (Zoho suite, Xero, four hosting providers, the Anthropic API) into an automated weekly executive report, with supplementary hosting-profitability and AI-spend reports.
- Lifted core project data from around 10-15% to past **95%** on assigned hours and **~75%** on due dates, making reliable scheduling and honest project-health reporting possible.
- Built the BI dashboards leadership runs on: financial performance, support-desk KPIs, invoiced versus uninvoiced hours, and client-tier analysis.
- Owned the quality bar on the bulk of the team's client work with **final say on go/no-go**; automated the Key Functionality Checklists into regression suites, led the move from Ghost Inspector to Playwright, and recruited and mentored a QA analyst.
- Designed two internal compliance automations end to end (business rules, SQL, rollout and ongoing review) that flagged time-logging and project/invoicing gaps and prompted the right people to fix them.
- Product owner of myUB; drove AI-accelerated delivery with Claude and Claude Code and built and shared internal tooling across the team.

Atomix · QA Engineer & JavaScript Developer

Mar 2023 – Feb 2025

- Acted as the release gate on the agency's client web projects: functional, cross browser and accessibility testing to **WCAG AA**, where nothing shipped until it met standard.
- Created and maintained the Key Functionality Checklists mapping the critical paths re-verified against every release.
- Tested complex business logic across third-party integrations (Magento, HubSpot, Yotpo), and built the high-performance vanilla-JavaScript integrations with those systems.
- Began sole development of **myUB**, the UBlockout customer support hub, hand-written in framework-free JavaScript.

Ryderwear · Data Analyst

Oct 2020 – Jul 2021

- Automated dashboard creation and VBA macro-based reporting, plus monthly sales and operational reporting.
- Sales forecasting, NPS performance tracking, and customer segmentation through RFM analysis.

HenderCare · Administrator / Analyst

Jul 2019 – Sep 2020

- A four-week contract extended to fifteen months: large-scale data cleansing and migration, UAT and feature testing.
- Represented the business in daily third-party developer stand-ups, and produced training material and procedure guides.

Qantas · Business Analyst

Jul 2014 – Nov 2018

- Owned reporting and process improvement across Customer Care and Baggage Services; system administrator for the Resolve CRM, with operational and stakeholder reporting across the Qantas Group.
- Represented both departments through a multi-year Customer Journey transformation (Resolve CRM to Salesforce), authoring a large share of requirements across dozens of hours of workshops, then flying to Manila to help stand up the new contact centre.

Qantas · Customer Care Executive

Jul 2011 – Jul 2014

- Consistently among the team's highest performers; designed and ran a proactive communications initiative that cut agent effort on a recurring issue from hours to minutes.
- Built and maintained the team's response template library and trained new staff.

— SELECTED PROJECTS

- **myUB · UBlockout Support Hub** (my.ublockout.com). Framework-free customer support hub, built and maintained solo; in use by thousands of customers, live in three languages, 4.8/5 satisfaction. Sole developer and product owner.
- **OTT Booking Platform**. A from-scratch replacement for Rezdy with a real-time availability engine, Stripe payments and an admin platform, on a serverless stack running for about \$20/month. Designed and built solo.
- **pal & timeTrack**. Personal tools I use daily: a keyboard-first command palette for Windows, and a Tauri desktop time tracker with Zoho Projects sync. github.com/lewpbrown

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Available immediately · full time or contract