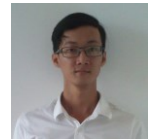


Vo Dang Huy
18-Jul-1988

vdhuy18@gmail.com
224/52 Ben Van Don Street,
District 4,
Ho Chi Minh City, VN 70000
Mobile : +84 935156516



ACADEMIC DETAILS

- Bachelor in Telecommunication [2010] from Posts and telecommunications institute of technology.

WORK EXPERIENCE

- March 2017 to current: Work as Business Analyst in Home Credit, Vietnam.
- June 2016 to January 2017: Work as Business Analyst in Advanced Vision Technology, Vietnam.
- February 2011 to June 2016: Work as Senior Quality Control cum Business Analyst at Aricent Group, Vietnam.

CAREER HIGHLIGHTS

- Has 7 year experience in ICT with 2 years in Quality Control and 5 years in Business Analyst.
- Annual award from CEO of global HQ for setting up the lab and testing platform in VN.
- 2 months in Taiwan for technical discussion/workshop, deploy the infrastructure (HW+ SW) and perform UAT for service provider (FarEasTone Telecom).
- Multiple trips to India for training, technical discussion and setting up the projects in VN.
- Diversifying communications with customers and partners: Germany, Italy, Belgium, France, Taiwan, USA, India and China.
- Having a proven exposure to hold the elaborate interaction with customers and stack-holders.
- Having hands-on experience in working with top-notched customers: Nokia, Alcatel-Lucent, DTAG and OFR.
- Having a proven ability to deliver an excellent quality service to company, customer and development team. Possessed active and dynamic approaches, self- discipline and adaptation to work in various testing processes along with ability to work both independently and aggregately. Able to take responsibility as a senior team member in projects.

SKILLS

- English (fluent, TOEIC 855), Chinese (intermediate) and Japanese (beginner).
- Deep knowledge in SDLC, ISTQB, Agile, test methodology and test design.
- Possess innovative mindset, incessantly augmenting efficiency of work.
- Bug management: JIRA, HP QC, Bugzilla.
- Strong knowledge in database schema, SQL and Oracle administration.
- HTML, CSS and javascript (Basic knowledge).
- Cloud, SaaS, ESXi and Openstack.
- Automation: Selenium Webdriver (Java), Bash script.
- Elicitation, analysis, interaction and negotiation skills. Be able to propose solutions which focus on improving the business objective and quality of product.
- Practical hand-on on UML, wireframe (visio and balsamiq) and diagram (ERD and context diagram).
- Good in presentation and documentation.
- Time and budget management.

PROJECT DETAILS

• Financial system

Description : Engaging the financial core system of Home Credit Viet Nam, particularly in the VISA card system. Become the Tier 2 escalation for troubleshooting and provide the analysis for system's new functionality. Work with business from other departments for any change request and analyze the impact to the core system and local applications.

Company : Home Credit – HCMC, Vietnam

Duration : March, 2017 to current

Role	:	Business Analyst
Team Size	:	8
Skills	:	Oracle, JIRA, wiki, enterprise architect, HTML/CSS, mobile application, Balsamiq, visio.
Job	:	<ul style="list-style-type: none"> • Provide technical support for production's issues. • Become the interface between business users and development for development of new features. • Receive change request and analyses the system's and business's impact. • Enhance and nominate new requirements to gratify the customer's business objectives. • Provide estimation and develop the test suit which address customer's requirement. • Guide the testing team for the commitment of quality of the project

• Smart Tool

Description	:	A banking tool for processing the money transfer for ANZ bank. This tool digests the input transaction file and perform all the necessary activities which can further direct all the transaction to core banking network. The tool is empowered with enterprise features Which help to prevent fraudulence as well as augment the robustness.
Company	:	Advanced Vision Technology– HCMC, Vietnam
Duration	:	June, 2016 to January 2017
Role	:	Business Analyst
Team Size	:	9
Skills	:	TFS, JIRA, banking, HTML/CSS, mobile application, Sharepoint, Balsamiq, visio.
Job	:	<ul style="list-style-type: none"> • Communicate with customer and Head of center for the project's kick-off. • Define the methodology and testing process that can balance scope of work, quality, business objective and budget. • Elicit the ideas and business requirement from customers. • Enhance and nominate new requirements to gratify the customer's business objectives. • Enunciate and articulate the visons to developer, delineate the application's low level behavior and to find out the most feasible approach. • Balance the requirements and budget, act as PM's aide in providing the CR. • Provide estimation and develop the test suit which address customer's requirement. • Guide the testing team for the commitment of quality of the project

• Open Service Platform

Description	:	<p>An Open Service Platform based on RHEL and have carrier-class functionality: Oracle Database, cluster with HA architecture, distributing processing environment and cloud. A software solution for service provider which offer high-end features. It is a unified and open platform inherited most appealing features from RHEL which multiple vendors can build and deploy their Intelligent Network applications. This is being used by top-notch service provider like DTAG, AT&T and OFR.</p> <p>More information: https://support.alcatel-lucent.com/portal/web/support/product-result?entryId=1-0000000002439</p>
Company	:	Aricent Group – HCMC, Vietnam
Duration	:	April, 2014 to June, 2016
Role	:	Business Analyst
Team Size	:	20
Skills	:	<ul style="list-style-type: none"> • JIRA, Bugzilla, visio, intergration test, regression test, performance test and UAT. • Cloud: VSphere 6, Openstack (Hypersphere) • Oracle 12, RHEL 6& 7, distributed processing, high available structure • Automation: bash script and selenium (Java). • Intelligent network, telecom, service.
Job	:	<ul style="list-style-type: none"> • Participate in customer's workshop, kick-off to define the general points. • Convoke and host the meetings for stack-holders or 3rd party for the pre-requisite, requirements on SW capability. • Assess requirement from customers, make judgement on the Change Request and

evaluate effort

- Analyze customer's expectation into functional requirements and hand over appropriate teams (SW architect, 3rd party vendor, R&D etc...)
- Manage the time-line and identify the risks.
- Create the artifacts: Scope of work HLD, LLD, user requirement, functional requirement, deployment strategy and test suite.
- Run integration, regression and performance testing.
- Run UAT and work with customer to close the deployment phase.

• M&S for GPRS/EGPRS

Description	:	An M&S activity for PCU1 involves a close interaction with customer to receive bugs and understand the fault scenarios. This is the Maintenance & Support activity for EGPRS/GPRS network with totally 260 operators and 1.5 billion subscribers. This project has been with another company for the last 7 years and as request from the customer, it has been transferred to my company. It has been a real challenge to gain a deep knowledge for the new project in a short time
Company	:	Aricent Group – HCMC, Vietnam
Duration	:	August, 2013 to April, 2014
Role	:	Senior Test Engineer
Team Size	:	8
Skills	:	Bugzilla, HP Quality Control tool, wireshark, C.
Job	:	<ul style="list-style-type: none">• Contact with the 3rd party company to identify their action items and build a testing framework.• Identify the required hardware and infrastructure for the project.• Go through all the bugs in the past and prepare the scope of work.• Co-operate with the managers to find out the customer's expectation and understand their request• Make a detailed plan for the testing process and build up the required setup according to the expectations from the customer• Closely coordinate with the customer to receive bugs and analyze the fault scenario• Prepare the test report and statistics data

• Radio transmission control application

Description	:	A desktop application allows the operator to control and supervise the operation of radio network devices (BTS). A pack of applications (including desktop application) that is used to control and supervise the operation of the various radio transmission devices using the latest IP transmission technology (IPoEthernet, IPoTDM).
Company	:	Aricent Group – HCMC, Vietnam
Duration	:	August, 2012 to April, 2013
Role	:	Test Engineer
Team Size	:	30
Skills	:	Bugzilla, HP Quality Control tool, wireshark, , JAVA, C.
Job	:	<ul style="list-style-type: none">• Analyze customer's requirements and write test cases.• Perform the GUI, sanity.• Update the test and bug finding status.• Create the test result and report to manager.• Interact with development team for log analysis and scenario reproducing.• Monitor team members and ensure the required productivity to complete the project on time.

• Radio transmission control application

Description	:	A fault-free, extremely stable software pack that is implemented for high speed railway system A very big project for building a fault-free software with high stability for the high-speed
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railway system (GSM-R) that will be used by the railway company.

More details: <https://networks.nokia.com/railways/gsm-railway>

Company	:	Aricent Group – HCMC, Vietnam
Duration	:	February, 2011 to August, 2012
Role	:	Test Engineer
Team Size	:	50
Skills	:	Bugzilla, HP Quality Control tool, Wireshark, Putty, VNC, Hexeditor, Nethawk.
Job	:	<ul style="list-style-type: none">• Set up the real testing environment.• Analyze the technical specifications and transfer knowledge to the team.• Study and analyse the System Feature Specification, Requirement Specification as well as the Design documents from the development.• Write and review various test scenarios for many components based on the specification.• Discuss with development team to revise the High-level Design document for optimization.• Test the product including System Integration, Function, System, Regression test.• Prepare the test/issue report for the customer and guarantee the SW can be delivered on time with less than 5% of critical bugs.• Build-up a small team capable of handling the Maintenance & Support activity after the delivery of the product.

FIELD OF INTERESTS

- New technology and current trend.
- Network, service, Cloud
- Communication language

INDUSTRIAL EXPOSURE

Industrial Visit at:

- Nokia Networks: cellular network (2G/3G) and core network. Duration: 4 year.
- Alcatel-Lucent: Intelligent Network, Cloud, web service. Duration: 2 year.
- Australia New Zealand Bank (ANZ): banking, web and mobile. Duration: 1 year.

Inplant Training at:

- Testing methodology: ISTQB, Agile and AIM (Alcatel-Lucent proprietary methodology which covers the deployment phase).
- Telecom network: 2G, 3G, 4G and Intelligent Network (IN).
- Cloud, virtualization (Vsphere + Openstack).
- RHEL, oracle administration.

STRENGTH & HOBBIES

- Responsibility and high commitment.
- Sharp eyes for product's quality
- Reading books.
- Learn communication languages.



(Vo Dang Huy)