CURRICULUM VITAE

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1. VIEWS OF WORKING

- **Working environment expectations:**
  - Professional, active environment
  - Good for enhancing personal skills for working as well as for soft skills
  - Good for adaptation of knowledge
- **Working perspective:**
  - No stop learning, improving , work as hard as I can

2. PROFESSIONAL SKILLS

- Work with Scrum model
- High skills of Bugzilla, Jira, Redmine…
- High performance of Automation test and Selenium IDE
- Deep knowledge of software developing process and testing failure
- Good knowledge of UX
- Good logic thinking
- High skill of Ad-hoc testing
- Integration testing skill
- Black box testing skill
- Regression testing skill

- Team work as well as individual working performance
- Communication and presentation
- Activeness and flexibility of work
- High skilled solving problem experience.

3. PRACTICAL EXPERIENCES

PERIOD	PRACTICAL EXPERIENCES
From 01/2011 until now	
VNG Enterprise, position as QC Engineer	➔ Read the specifications document then identifying unclear or inconsistent items and Q&A to clarify these. ➔ Create Test Plan, Test Case, Test Scenarios and implement test. ➔ Execute manual testing in Web and Mobile applications. ➔ Responsibility on application quality and schedule of Chanel Avaya (1900 561 558) ➔ Analyze and raise the issues, propose the solution/method to improve the system. ➔ Open and verify bugs. ➔ Daily monitoring the incident tracking system to coordinate with relevant people to analyze and resolve incident.
From 5/2010 until 12/2010	
VNG Enterprise, position as Customer Service Team Leader	➔ Staff training ➔ Leading and supporting team ➔ Call Center team leading ➔ Quality responsibility of Chanel "Như Chưa Hề Có Cuộc Chia Ly" ➔ Responsibility on team working
From 7/2008 until 4/2010	
VNG Enterprise, position as Customer Service Executive	➔ Support participating product over the phone, web and email

4. PROJECTS

- My Plus (myplus.vn)
- Staff working project BE CS (CSTool)
- Customer support website of VNG (hotro.zing.vn)
- Promotion website for VIP customers (vip.hotro.zing.vn)
- Chanel Avaya of VNG (1900 561 558)
- Customer service mobile applications on Android and IOS
- Access management tool (AMT)

5. EDUCATION AND TRAINING

- Bachelor of Science in Information Technology - specialized in Software Engineering

6. EXTRA ACTIVITIES

- Out-door team activities
- Organization events
- Joined short-termed courses hold by Human Resouce Office
- Joined events of VNG Uninon member