NGUYỄN PHƯƠNG NHI

IMPLEMENTATION & QA SPECIALIST

CONTACT

📞 0356240126

✉️ phuongnhinguyen0417@gmail.com

📍 Nha Be, Ho Chi Minh City

SKILLS

Technical Skills

- Software Testing (Manual, UAT)
- Test Case Writing & Bug Reporting
- Business Requirements Analysis
- POS System Deployment & Configuration
- SQL (Basic Data Querying)
- Documentation (User Guides, Test Reports)
- Technical Support & Troubleshooting

Tools

- Microsoft Office (Word, Excel, PowerPoint)
- SQL Server Management Studio

Soft Skills

- Communication & Team Collaboration
- Problem Solving & Analytical Thinking
- User Training & Support
- Time & Task Management

LANGUAGES

English (Intermediate)

ACHIEVEMENT

2022: 2 times Excellent Scholarship

PROFILE

Software Implementation Specialist with over 3 years of experience in deploying and supporting POS systems for retail and F&B businesses.

During project implementation, I actively participated in testing features, identifying issues, and validating system performance, which helped me develop strong attention to detail and a structured testing mindset.

Skilled in executing test cases, reporting bugs, verifying fixes, and collaborating with developers and QA teams to ensure product quality and user satisfaction.

Experienced in SQL Server, CRM systems, and e-invoicing platforms (M-Invoice, VNPT), as well as software deployment and support processes.

I am now looking to pursue a career in Software Testing / QA, leveraging my technical foundation and hands-on experience to contribute to building reliable, high-quality products.

WORK EXPERIENCE

Golden Lotus Technology Solutions 08/2022 - PRESENT

IMPLEMENTATION & QA SPECIALIST

- Performed User Acceptance Testing (UAT) for POS and enterprise systems, ensuring functionalities and user experience met business requirements.
- Collaborated with clients and Business Analysts to gather, document, and transfer requirements to internal deployment and development teams.
- Executed manual testing, logged and tracked bugs, and verified fixes with QA and development teams to ensure software quality.
- Supported project implementation and business process analysis, acting as a bridge between technical teams and clients.
- Installed and configured POS systems, synchronized data between client and central servers, and conducted regression and smoke testing to ensure stability after updates.
- Created test documentation and reports (Test Manuals), contributing to process improvements and product quality enhancement.
- Performed integration testing with third-party systems such as mobile apps and payment gateways (ZaloPay, MoMo, etc.).
- Hands-on with SQL Server, CRM systems, and e-invoicing platforms (M-Invoice, VNPT).
- A careful and responsible team player, flexible in cross-functional collaboration to resolve issues and enhance user satisfaction.
- Built a strong foundation in Software Quality Assurance and Product Lifecycle Management.

Key Projects: Katinat Coffee Chain, Sanfulou Restaurant, Dì Mai, Sorae, Sens, Vakocean, Snow Amusement Park.

EDUCATION

University of Finance and Marketing
Bachelor of Management
Information Systems
2019 - 2023