

Tram Nguyen (Test Analyst)

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SUMMARY

❖ **Experienced as a Test Analyst at MentorPlus.**

- Gathering and analysing requirements from stakeholders and business analysts.
- Preparing test plans, and creating test scenarios and test cases for each project.
- Executing manual test cases on mobile application and regression testing, and writing test scripts for API automation testing using Postman and JavaScript.
- Documenting test results, test reports, raising and retesting defects/bugs.
- Experience with WebUI automation using Katalon framework for automation testing.

❖ **Experienced User Acquisition and Business Analyst**

- Gathering and eliciting requirements from customers for an entertainment website and mobile application.
- Documenting requirements, designing workflow, defining user stories, use cases.
- Creating prototypes, User Acceptance Testing new features of website and mobile application.
- Collaborating with different Design and Development teams to ensure that the features were delivered on schedule.
- Implementing user acquisition through Facebook Ads and other social media channels.

❖ **Current Experience**

- I am a high-performance graduate of Master of Business Information Systems at Torrens Australia and have completed courses of SQL at the Ho Chi Minh University of Science.
- I am working as a test analyst intern at MentorPlus software company.

TECHNICAL SKILL

Programming Languages	Python, Javascript
Testing Frameworks	Katalon
Testing Tools	Postman
Webs Services	SOAP
Database	MSSQL, MySQL
Product management tools	Jira, Confluence
Microsoft Office and others	Word, Excel, Powerpoint and Tableau

EDUCATION

Torrens University Australia

Adelaide, Australia

Master of Business Information Systems

2020 - 2022

University of Economics Ho Chi Minh City

Ho Chi Minh, Vietnam

Bachelor of Marketing

2010 – 2014

EMPLOYMENT HISTORY

❖ **Test Analyst**

Adelaide, Australia

Mentor Plus PTY LTD

02/2022 - 10/2022

→ **Responsibilities and Duties**

- Read and analysed requirements from stakeholders, and assist in writing requirements.
- Prepared test plan, created test scenarios, analysed and wrote detailed test cases.
- Executed manual test cases on mobile application and regression testing, and writing test scripts for API automation testing using Postman and JavaScript.
- Implemented testing REST APIs using tools like Postman, etc.
- Experienced with WebUI automation using Katalon framework for automation testing.
- Documented test results and communicated defects/bugs to the internal development team.

❖ **User Acquisition & Business Analyst**

Ho Chi Minh, Vietnam

VNG Corporation

11/2016 – 01/2020

→ **Responsibilities and Duties**

- User acquisition through Facebook Ads as well as other social media channels.
- Documented requirements, defined user stories, use cases, created prototypes, tested new features of website and mobile application.
- Worked on detailed expectations with the development team to ensure that the features were delivered on schedule.
- Collaborated with different Design and Development teams to brainstorm the best solutions. Proposed the plan and convinced the stakeholders to get the implementation budget.
- Tracked, analysed, and interpreted data on our website.
- Converted data and findings into understandable tables, graphs, and written reports.
- Managed content to attract users' retention on the entertainment website.

❖ **Digital Marketing Executive**

Ho Chi Minh, Vietnam

Pops Worldwide

01/2014 – 11/2016

→ **Responsibilities and Duties**

- Collaborated with different Designer, Development and Customer Service teams to analyse the pros and cons to choose the best fit solution.

- User acquisition through Facebook Ads as well as other social media channels.
- Proposed content plans and implemented viral campaigns.
- Compiled and analysed data using traditional data collection methods.
- Extracted data from social media to analyse and convert into data visualisation.
- Built online communities through social media.
- Managed the content on social media channels such as Facebook, Google +, and Youtube.

REFERENCES

Chloe Le - CEO of Mentor Plus PTY LTD

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Tu Nguyen - Product Manager of VNG Corporation

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