ZOEY NGUYEN

Houston, TX | 2817403534 | chaunguyen0691@gmail.com | US Citizen

PROFESSIONAL SUMMARY

Software Quality Assurance Engineer & Web Systems Specialist with experience managing and executing end-to-end software testing processes — from requirements validation through QA sign-off and post-release analysis. Strong track record in test planning, automation, and cross-functional collaboration within Agile teams. Experienced in designing test strategies, developing test cases and scripts, managing test environments, and ensuring high-quality software delivery across web and mobile platforms. Combines front-end development expertise with a deep understanding of QA methodologies, defect management, and process improvement.

CORE COMPETENCIES

Testing & QA: Test Strategy & Planning, Test Protocol Design, Test Case & Script Development, Functional Testing, Regression Testing, Integration Testing, System Testing, UAT Coordination, Black Box & White Box Testing, Load & Stress Testing

Tools & Frameworks: Jira, Azure DevOps, SOAP UI, Postman, DataPower, BrowserStack, Test Directory Management, Appium

Automation & Programming: Python, JavaScript, Selenium, Java, HTML5, CSS3, SQL

Web & Mobile QA: Cross-Browser Testing, Mobile App Testing (Android/iOS), Accessibility & Usability Testing, Responsive Design Validation

Workflow & Management: Agile/Scrum, CI/CD, Release Management, Defect Tracking, Test Data Management, Post-Project Analysis

PROFESSIONAL EXPERIENCE

Trex Company Inc | Dec 2019 - Present

QA Specialist / WEB Admin | Remote

• Manage all QA activities from requirements validation to QA sign-off for multiple website releases and marketing applications.

• Develop and execute Test Plans, Test Scenarios, and Test Cases for new features and content deployments across AEM and WordPress.

• Create and maintain Test Protocols describing overall testing strategy, regression scope, and automation approach.

• Perform Black Box, Integration, Regression, and User Interface testing for responsive web components across browsers and devices.

• Identify object locators and implement Page Factory structures for automated testing of core site modules.

• Work with defect tracking tools (Jira, Azure DevOps, Quality Center) to log, prioritize, and verify defects through resolution.

• Lead release planning and environment coordination, including test data management and regression coverage for each deployment cycle.

• Collaborate with developers and business testers to conduct UAT and post-release analysis, ensuring smooth production rollouts.

• Support automation and load testing efforts using Selenium and Python scripts, improving coverage and reducing manual QA effort.

EI Systems | Dec 2018 - Dec 2019

Application Developer | Houston, TX

• Supported the development and testing of claims processing applications using C# and SQL.

• Designed and executed test plans and data validation queries to ensure application accuracy and performance.

• Created and maintained SQL scripts for production data checks and troubleshooting.

• Partnered with business analysts and developers to ensure customer-ready, high-quality software solutions.

EDUCATION

University of Houston Clear Lake | Jan 2016 - May 2018

Master of Science, Information Systems

University of Technology | Sep 2009 - May 2014

Bachelor of Science, Information Management Systems

CERTIFICATIONS

• **ITIL Foundation Certification:** PeopleCert

• **Scaled Scrum Product Owner Certified (SSPOC):** Scaled Agile