# ZOEY NGUYEN

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## PROFESSIONAL SUMMARY

Quality Assurance and Web Development Specialist with 5+ years of experience ensuring high-quality digital solutions through data-driven testing, system analysis, and web development. Skilled in building and maintaining enterprise websites and dashboards using AEM, WordPress, and UmbracoCMS, with strong proficiency in Python (pandas, NumPy, BeautifulSoup, webscraping), ETL pipelines, Power BI, and SAP ERP. Proven ability to optimize workflows, validate data integrity, and enhance system performance across business and technology teams.

## 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

**Data & Business Analysis:** Data Cleaning & Transformation, ETL Workflow Design, KPI & Forecasting Analysis, Power BI Dashboards, Jupyter Notebook

**Tools & Frameworks:** Jira, Azure DevOps, API Testing, Postman, DataPower, BrowserStack, Test Directory Management, Appium

**Automation & Programming:** Python (pandas, NumPy, BeautifulSoup, Webscraping) AEM, Wordpress, Umbraco CMS, Selenium, JavaScript, 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 Analyst / WEB Admin | Remote*

• Develop Power BI dashboards anad Python ETL workflows integrating SAP ERP and CRM data to support sales and financial reporting.

• Perform data validation, trend analysis, and anomaly detection using pandas, Numpy, and Jupyter Notebook.

• Conduct web scraping with BeautifulSoup for competitive analysis and product benchmarking.

• 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.

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

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

• Participate in 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.

**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, Business Management Information Systems*

**University of Technology Ho Chi Minh, Vietnam | Sep 2009 - May 2014**

*Bachelor of Engineering, Information Systems*