

Dennis Nguyen

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Skills

4+ Years of QA experience | Manage 10+ member teams | Test Case/Spec creation | Test Plan Creation | Agile development | JIRA, TestRail, Xray and other bug tracking software | Proficient in Git & Bitbucket | Black box/manual/smoke/regression/functional/performance/power testing | Non-form factor testing | Agilent/Keysight power analyzer | Experience with outsourced development & test teams | Strong autonomy and team work

Work Experience

- **Google**, San Francisco, CA *Jan. 2021 – present*
Test Engineer
- **Fitbit**, San Francisco, CA *Jan. 2016 – present*
Test Lead, Software Test Engineer
 - Lead the testing strategy for the release of multiple trackers, smartwatches, and firmware updates from conception to ship date
 - Creation of test cases, test plans, and test specs based on requirements and design documentation
 - Owned the testing and coverage of the Ionic and Versa app install and firmware update features; first time features for Fitbit smartwatches
 - Successfully created an onboard and training program for 3rd party test teams before they fully contribute to company projects
 - Run reporting scripts for crash rate, battery, and comms stats from the field and compile reports based on that data to share to stakeholders
 - A regular in field tests for unreleased and in development features or products to give customer experience and feedback
 - Manual test execution: smoke, regression, platform/core features, comms, UI/UX, power measurements & analysis, ecosystem testing
 - Prioritize daily tasks for team and self based on milestones and deadlines
 - Lead the migration of over 1000+ test cases from Testrail to Xray(Jira)
- **Genentech**, South San Francisco, CA *Oct. 2015 – Jan 2016*
Inspection Packaging Operator
 - Visually inspect final drug product for any contaminants or vial defects before bulk package
 - Carry out final packaging of drug product using Good Manufacturing Procedures (GMP)
 - Reconcile processed, unprocessed, rejects, and reserved samples to ensure all vials are accounted for during bulk packaging prior to QA inspection
 - Palletize different products in specific orientations to guarantee QA approval check for further processing
 - Clear and remove any forms, waste, equipment and documentation left behind during previous batch processing to uphold strict SOPs for operation and prevent cross contamination
 - Schedule component pick-ups, stock returns, and the sterilization of equipment
 - Monitor product storage in ambient and cold room temperatures and maintain records of fluctuations
 - Find and load specific SOPs on the PC and iPad for line members to reference during bulk packaging and inspection of numerous drugs
 - Update room clearance logs to either clear or close a line for operation
 - Accurately document in-process procedures by creating in-process tags for equipment and equipment use logs
 - Communicate quality issues and complete required discrepancy documentation in timely manner
 - Troubleshoot issues with equipment (i.e. Unilift pallet jack), laptops, & mobile devices
 - Uphold strict Good Documentation Practice guidelines to prevent processing complications

Education/Certifications/Misc.

- **San Francisco State University**, San Francisco, CA
 - B.S. in Biology: Concentration in Physiology | May 2015
- **San Francisco State University, College of Extended learning**, San Francisco, CA April 2014
 - Completion of Pharmacy Technician Certification Program, *Professional Development Certificate*
- **LinkedIn Learning:** <https://www.linkedin.com/in/dennis-nguyen-a19bb9b6/>
- **Language Skills:** Bi-lingual; Fluent in Vietnamese and English
- **Interests:** Biology, Tech Gadgets, Cooking, Basketball, the Outdoors (Fishing!), Cars
- **GitHub:** For the MCU fans! <https://github.com/dnsnguy08/marvel-movies>