

# Dennis Nguyen

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## Skills

6+ 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 *Feb. 2021 – present*  
*Test Engineer III*
  - Python with test automation
  - SQL queries and Looker Dashboards
  - Run reporting scripts for crash rate, battery, and comms stats from the field and compile reports based on that data to share to stakeholders
  - Full end to end product release testing; platform/core features, comms, UI/UX, power measurements & analysis, ecosystem testing
  - Jenkins CI maintenance
- **Fitbit**, San Francisco, CA *Jan. 2016 – Feb. 2020*  
*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.

- **University of California, Berkeley Extension**
  - Full Stack Developer Boot Camp October 2022
- **LinkedIn:** <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:** <https://github.com/dnsnguy08/>
- **San Francisco State University, San Francisco, CA** May 2015
  - B.S. in Biology: Concentration in Physiology
- **San Francisco State University, College of Extended learning, San Francisco, CA** April 2014
  - Completion of Pharmacy Technician Certification Program, *Professional Development Certificate*