



Duong Quoc Dung

Manual Tester

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OBJECTIVE

- Take advantages of skills & experience, the knowledge of the testing process, software testing.
Ex: Manual testing.
- Try to improving and accumulating the experience for myself.
- Planning short-term: Looking for a job with the combination of testing process and manual testing, to make sure the software's delivery reaches the best quality.
- Planning long-term: Has stable position, accumulating knowledge, experience and hoping to achieve a managing position in software testing major.

EDUCATION

Dec 2013 - Dec 2017 **Ho Chi Minh University of Natural Resources and Environment**
Major: Business Administration.
Field of study: General.

WORK EXPERIENCE

Jan 2018 - Feb 2021 **Branch Pho24**
Store Manager
Main responsibilities:

- Develop a plan and organize the implementation of all store activities.
- Analyze and report on the operation of the store by day, month, quarter and year.
- Provide solutions to suit the problems of the store: staff, maintenance, MKT, stock, customer service,...
- Make sure the required processes are implemented correctly.
- Recruiting, evaluating and training new staff.
- Absorb customer comments to improve service quality.

Achievements and skills gained:

- Understanding how to make the best Pho.
- Gained the trust and support of customers for Pho24 brand
- Analytical, problem solving and communication skills improved

Jan 2017 - Dec 2017 **Branch Ananas**
Store Manager
Main responsibilities:

- Develop a plan and organize the implementation of all store activities.
- Offering sales proposals through social channels: Facebook,

Instagram,...

- Provide solutions to suit the problems of the store: staff, maintenance, MKT, stock, customer service.
- Report KPI, complain customer,... to evaluate business result.
- Absorb customer comments to improve service quality.

Achievements and skills gained:

- Understanding fashion of sneaker.
- Gained the trust and support of customers for new sneaker brand as Ananas
- Observation, problem solving and communication skills improved

Jan 2015 - Dec 2016

Branch Baskin Robbins

Team leader

- Supervise all activities of the store.
- Make reports of sales every day.
- Solving complaint customer.
- Absorb customer comments to improve service quality.

Achievements and skills gained:

- Understanding managing position.
- Problem solving and communication skills improved

ACTIVITIES

Jan 2015 - Feb 2016

Baskin Robbins

Member of Baskin Robbins's charity

- Participate in activities to support the poor.
- Make people happy when the rich give away and the poor are received.

CERTIFICATIONS

2021

LTCP1 issued by LogiGear

2017

Grade B Certification of Technology and Foreign Language

SKILLS

Language

English, Vietnamese

Computer

Word, Excel

Communication

Interpersonal, Confidence, Respect, Non-verbal, Listening.

INTERESTS

I really enjoy playing sports such as swimming, badminton.... and some other outdoor activities especially traveling with everyone, especially with co-workers.

PROJECTS

QA Railway website

(3/2021 - 3/2021)

| | |
|----------------------------|---|
| Customer | Customer who need to order ticket |
| Description | - This is a website helps customer order ticket conveniently: + Authentication Management + Ticket Management |
| Team size | 6 |
| My position | Test Lead |
| My responsibilities | - Test Case Review. - Test Case Executing. - Review system problem. - Testing Progress Report preparation. |
| Technologies used | N/A |