

Contact

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Top Skills

Operations Management
Databases
Operations

Le Nguyen

Manual Tester
Ho Chi Minh City, Vietnam

Experience

Havas Group - Ekino Vietnam
Tester

March 2022 - Present (3 years 1 month)

* Project description: This is a web application used to book hotels, owned by a hotel business group in France

* Industry: Web application

* Responsibilities:

- Researching and analyzing requirements
- Preparing and selecting list of NR test cases
- Estimating testcases for each tickets (US or bugs)
- Creating dashboards and test cases on Jira
- Writing and executing test cases
- Writing bug reports (Jira) and reporting for QC leader

Grab

2 years 1 month

Sales Administrator

March 2020 - March 2022 (2 years 1 month)

Ho Chi Minh City Metropolitan Area

Supporting the Sales team to activate new partners (Merchant and Business partner) on the app.

Ensuring the data collected from partners matched with the system and making sure they were onboarded without any illegality, risk to the company. Verifying, solving tickets about contracts and related documents for the Sales team and partners.

Updating partner data in the database, checking deposits, activating the limit according to process.

Checking information and feedback from partners (hotline, email), coordinating with other departments in the company to solve relevant tickets about customers' complaints.

Supporting partners to use the app during.

Risk Operations Analyst

June 2020 - August 2020 (3 months)

Ho Chi Minh City, Vietnam

Perform onboarding checks for merchants (KYC cases).

Perform risk analysis on transactions to determine if there are any fraud patterns.

Support the customers & fraud prevention efforts by using tools to monitor suspicious activities for online banking, mobile banking and other payments technologies.

Coordinate with stakeholders (Compliance and Legal team) to consider high-risk cases.

Education

Hong Bang International University (HIU)

Bachelor's degree, Pharmacy · (September 2014 - September 2019)