

Contact

www.linkedin.com/in/cao-hung-nguyen (LinkedIn)

Top Skills

Test Cases
Quality Assurance
Customer Support

Languages

English (Full Professional)
Vietnamese (Native or Bilingual)

Certifications

LogiGear Certified Testing Professional 2
Certified Tester, Foundation Usability Testing
LogiGear Certified Testing Professional 1
Certified Tester, Foundation Level Agile Tester
Search Engine Optimization

Cao Hùng Nguyễn

Senior Tester @ Seamless Insure | Software Testing | CTFL-AT-UT
Ho Chi Minh City, Vietnam

Summary

With a solid background in software testing and problem-solving, my journey at Contemi Solutions has been marked by the successful creation of real-time business metric dashboards and a comprehensive knowledge base that enhances customer support. These initiatives have significantly improved decision-making and issue resolution, underscoring my commitment to product excellence and user satisfaction.

Our team has advanced product quality through meticulous test planning, case design, and system performance monitoring, ensuring seamless integration and functionality. With proficiency in Jira Service Desk, I've adeptly handled client tickets and contributed to the robustness of our SAAS offerings. My prior experience in golf tour operations has honed my skills in stakeholder management and cross-departmental collaboration, driving my mission to deliver high-quality software solutions.

Experience

Seamless Insure
Senior Tester
September 2020 - Present (4 years 7 months)
Ho Chi Minh City, Vietnam

Project Seamless (formerly Pegasus - SAAS)

Website : <https://seamless.insure/>

Created a dashboard that visually represented key business metrics in real time, allowing for quick and informed decision-making by management
Created a comprehensive knowledge base of application-related issues, enabling faster resolution times for customers

Monitored system performance to identify and address potential issues before they impacted customers

Developed and executed comprehensive test plans and test cases to ensure product quality and usability

Designed and implemented test cases for integration and system testing, ensuring interoperability between components

Identified and documented software requirements and user stories for testing purposes

Identified and reported defects promptly,

Performed cross-browser and cross-platform compatibility testing to ensure application functionality on different devices and operating systems

Collaborated with developers to develop effective test strategies and ensure high-quality code

Utilized performance testing tools to evaluate system response time and optimize user experience

Evaluated system usability and user experience to ensure product meets customer needs

Happy Green Golf & Event

3 years 9 months

Golf Tour Operation Manager

September 2016 - May 2020 (3 years 9 months)

Vietnam

- Work with supplier and freelance tour guide for confirmed tour
- Sell golf tour to English market tourists and assist other sale person
- Advise and co-ordinate with other department for making golf tour marketing campaign
- Support other departments in English translating documents

Golf Tour Operation Manager

September 2016 - May 2020 (3 years 9 months)

Ho Chi Minh City, Vietnam

United Golf Services

Head of Travel Department

March 2015 - October 2016 (1 year 8 months)

- Manage Golf Tourism department
- Book and supervise golf tour for inbound customers
- Advise and co-ordinate with other department for making golf tour marketing campaign

- Support other departments in English translating documents

POU YUEN VIETNAM COMPANY LIMITED

Test Coordinator

June 2014 - February 2015 (9 months)

Ho Chi Minh City

- Testing Adidas shoes samples
- Examine and write report on how sample shoes being perform on actual life
- Work with Development department for improving shoes samples

Face Asia

Web Marketing Staff

March 2012 - May 2014 (2 years 3 months)

Ho Chi Minh City, Vietnam

- Coordinate with Designers of Designing department to work on the content for sales websites
- Sale and providing information about company products to foreign customers
- Work with Thai staffs at company HQ for handling requests regarding removing links on websites of company
- Researching and conducting new projects give by higher positions

Education

Sai Gon University

Bachelor's degree, English Language and Literature, General · (2007 - 2011)