Yen Nguyen

Software tester/ QC Engineer
Ho Chi Minh City, Vietnam

Experience

Egitech
Software Tester
August 2024 - Present (9 months)

NashTech
2 years 7 months

Test Engineer fresher
April 2024 - July 2024 (4 months)
Ho Chi Minh City, Vietnam

Analyze and clarify requirements from PO/PM

Design test cases which cover all aspects of the functionality.

Conduct various types of testing such as functional, regression, smoke, and sanity testing.

Provide detailed and clear bug reports including steps to reproduce, screenshots, and severity levels.

Test data preparation using API to ensure integrity and validity.

Tools: Azure, Jira,

Basic knowledge: Git, SQL, Postman, Selenium IDE, RobotFW

Link project: https://github.com/mid9tech

Resources Management Officer
January 2022 - April 2024 (2 years 4 months)
Ho Chi Minh City, Vietnam

Receive resource requests, define clearly requirements with Project Managers and discuss with related Line Managers to propose resources to a specific need with corresponding skills

Interact between offshore and onshore (UK & India) for all resource planning issues and make sure resource assignments to projects meet the standard lead-time agreement (SLA).

Support and give appropriate solutions when projects have performance/ resource issues

Gathering weekly & monthly reports for supply-demand requests for next month's resource training strategy

Maintain data of resource assignments/allocations, and responsible for data accuracy in related systems (e.g.: Resource management system, Talent management system, timesheet system, etc.)
Smoke testing for company internal tools (e.g.: Resource Management tool, Employees Performance tool, etc.)

Happiness Saigon - Creative Consultancy Agency
Account Executive
April 2021 - August 2021 (5 months)
Ho Chi Minh City, Vietnam

Attend briefing/pitching meetings and work with Account Director to formalize and articulate briefs back to clients and onwards to relevant suppliers
Monitor progress of projects against agreed timelines and provide measurement and reporting information
Ensure client files and folders are maintained in good order
Manage client WIP documents ensuring that they are accurate and updated weekly
Maintain agreed project budgets via project management system
Liaise with suppliers to understand billing arrangements
Prepare Contracts, Liquidations and other paperwork for both Clients and Suppliers/Production house

UNIQLO
Store Associate
February 2020 - December 2020 (11 months)

Provide excellent and courteous customer service to maintain and reflect UNIQLO's values, mission and vision
Meet and exceed sales expectations
Continuously remain knowledgeable with the company's brand, products and any current store promotions and/or advertisements
Monitor and replenish floor stock while maintaining the store's cleanliness
Process various payment transactions using a Point of Sale (POS) System
Upkeep fitting rooms to store standards and assist customers where needed

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1 year 1 month

Search Engine Optimization Executive
February 2019 - November 2019 (10 months)

Project Assistant Intern
November 2018 - January 2019 (3 months)

YouNet Group
Data analyst intern
June 2018 - August 2018 (3 months)
Vietnam

Education

University of the West of England
Bachelor's degree, Business, Management, Marketing, and Related Support
Services · (2019)

International University - VNU HCMC
Bachelor's degree, Business Administration and Management,
General · (2014 - 2017)