

Anthony Dinh

North Wales, PA - Email me on Indeed: [indeed.com/r/Anthony-Dinh/4d1df852068cab9d](https://www.indeed.com/r/Anthony-Dinh/4d1df852068cab9d)

Highly skilled, versatile and detail oriented IT professional with 10 years of experience in Quality Assurance and Project Management. Excellent individual contributor as well as a great team player with strong leadership, organizational, interpersonal and communication skills. Seeking to attain a Senior Quality Assurance position with a dynamic company that is premier in its industry where I can contribute and continue to grow.

WORK EXPERIENCE

Lead Quality Assurance Engineer

Hoopla Software - Exton, PA - May 2014 to Present

- Implemented a strategic QA process in order to ensure the rapid and cost-effective delivery of a quality product to our customers, while still maintaining minimal defects, high performance and security.
- Perform manual frontend testing of the Hoopla webUI, TV and iOS/Android mobile apps.
- Assist automation lead in writing Protractor automated E2E regression tests using Jasmine/Node.js/Selenium/webdriver toolsets
- Run integration tests between Hoopla and third-party partners such as Salesforce and Recurly billing management.
- Collaborate with Dev and Product Management teams to create comprehensive test plans derived from JIRA user stories and defects.
- Coordinate test efforts with remote QA teams in San Jose and Argentina, assuring complete test coverage across both the Hoopla mobile and web apps.

Enterprise Project Manager & Quality Assurance Engineer

eMoney Advisor - Conshohocken, PA - September 2011 to April 2014

Role: Enterprise Project Manager

- Coordinated partner application upgrade review and release process by drafting timelines, initiating kick-off meetings, conducting WebEx feature demos, working with Dev and QA to verify custom partner configuration, and ensuring availability of Ops resources for upgrade.
- Managed third-party integration projects, acting as liaison between the vendor, Dev and QA teams to ensure project is on task and meets deadline.
- Authored detailed feature specs outlining technical requirements as required by partners and business team to serve as a framework for Dev and QA testing efforts.
- Conducted daily scrums with Dev and QA teams to discuss overall project status and address any outstanding issues or concerns.

Role: Quality Assurance Engineer

- Performed frontend unit, smoke and regression testing of the eMoney Advisor, Client and Client Mobile personal financial planning application using various browsers and mobile devices.
- Collaborated with Project Management and Dev teams to create comprehensive Excel-based test plans for full coverage in regression and automation testing.
- Opened, tracked and verified defects as assigned in FogBugz ticketing system.
- Supported Release Team with troubleshooting any defects encountered during application upgrade deployments.

Quality Assurance Engineer

Channel Intelligence - Conshohocken, PA - October 2010 to September 2011

- Participated in team sprint planning, review and retrospect sessions, as well as daily standups to communicate current day's goals, previous day's achievements, and any impediments or concerns in an Agile Scrum environment.
- Developed test cases based on features identified in sprint planning, manage Excel based test suites, and track, prioritize and report on outstanding and resolved issues in Bugzilla ticketing system.
- Performed frontend unit and regression testing of the CQ Webapp and its modules including user administration, dashboard, campaign manager, reports and Analyst Excel reporting plug-in.
- Executed backend unit, performance and regression testing of Google/Yahoo/MSN API data pulls and ETL, including extracting, normalizing and loading of engine data into MySQL databases.
- Responsible for triaging tier3 production issues by checking client page-tags, system configuration and beacon weblogs to pinpoint conversion and performance related issues, and act as liaison between Support and Dev teams to coordinate production patch releases.
- Researched Google Preferred API requirements, documented CQ User Interface functionalities and successfully submitted RMF application to Google for approval, resulting in ~\$500k savings annually.

Quality Assurance Engineer

AOL/Time Warner - Fort Washington, PA - October 2007 to September 2010

- Supported the successful migration of TACODA's systems to AOL following TACODA acquisition by regression testing all systems on new network.
- Participate in daily team Scrum standup meetings to discuss stories - daily goals, completed tasks, as well as outstanding issues and points of concern or impediments.
- Develop use cases and test cases, and perform stress, regression and performance testing of the TAN User Interface and its modules including user roles and permissions, dashboard widgets, presentation manager, segments and reports as assigned in QuickBase ticketing system.
- Responsible for troubleshooting defects, root cause analysis, QA testing, upgrade risk assessment and data validation of proprietary ETL Factory, Retriever and Targeting Export systems.
- Researched and documented TACODA Visitor Data Privacy Policy for legal use and to ensure NAI (National Advertising Initiative) compliance.
- Transition TAN knowledge and responsibilities to Dublin Team counterparts over the course of 9 months by writing detailed training docs, holding on-site and remote training sessions, as well as providing on-going phone, email and aim support as needed.

Support Engineer

TACODA Systems, Inc - Fort Washington, PA - August 2005 to October 2007

- Configured user data agent in SiteManager for new TACODA Audience Network deployments.
- Generated and tested new data and inventory tags.
- Wrote custom shell scripts to automate apache RTX and registration log parsing.
- Ran SQL queries to validate audience segment population.
- Addressed customer pageviews, ad impressions, segment population and reporting issues as assigned in Salesforce CRM system.

Productivity & Security Analyst - Tier 3 Support

Computer Aid, Inc - Allentown, PA - September 2003 to June 2005

Role: UNIX & Wintel Systems Administrator

- Built and configured UNIX and Wintel servers to specific requirements as outlined by team lead.
- Tested and installed patches on Windows and UNIX-based servers to ensure compliance.
- Installed UNIX packages and modules as well as program updates.
- Managed 8 UNIX email, spam, relay, Jabber messaging and list servers by maintaining user accounts, mail queues, disk space utilization, file system permissions, performance and cron jobs.

- Ensured connectivity and availability of virtual VMware servers hosted on 2 Linux host servers.
- Maintained user domain, Exchange email and SQL accounts.
- Performed BigBrother administration to monitor server connectivity, CPU, disk usage, and other various processes and services.
- Wrote Perl and shell scripts to automate nslookups, pings, VMware server status reports, patch downloads and data extraction for monthly metrics reports.
- Alternated monthly "on call" rotation to address virus outbreaks, email, Jabber and spam server issues.

Role: Security Analyst

- Planned, tested and spearheaded ePolicy Orchestrator 3.5 migration, as well as McAfee VirusScan Enterprise 8.0i rollout to over 8,000 clients worldwide.
- Deployed emergency McAfee virus DAT definitions and VirusScan Enterprise 8.0i client to rogue machines, and cleaned infected machines using ePolicy Orchestrator 3.5.
- Configured VirusScan 7.1/ 8.0i client On-Access and exclusion rules to resolve application conflicts.
- Ran weekly ePO Infection Reports to identify infected and noncompliant machines having out-of-date DAT's, scan engines and patches.
- Maintained spam policies using PureMessage to update sender white and blacklists, as well as spam expressions heuristics.
- Identified and blocked spam and virus sources by tracing email headers and gateway email logs.

Role: Database Analyst

- Developed and maintained MS Access, SQL and MySQL databases to support corporate data management needs.
- Performed data analysis, as well as wrote custom reports and queries using SQL Query Analyzer, Cognos and Access.
- Collaborated with customers to gather information on database management needs and architect ERD's (Entity Relationship Diagram) using database modeling tools such as Visio and System Architect.
- Performed database normalization to remove duplicate records and minimize data redundancy.
- Increased database efficiency and reliability through index tuning and SQL Profiler analysis.
- Imported and exported data to and from spreadsheets and ASCII files using SQL statements and extraction tools.
- Extracted, compiled and analyzed Jabber, Exchange, Citrix, VPN, Spam and ePO stats for monthly metrics reports.

Role: Tier3 Support Analyst

- Logged, tracked and addressed escalated tier 3 issues in Remedy ticketing system.
- Supported Jabber Messaging users with accounts, password and connectivity issues.
- Addressed user issues with Majordomo distribution lists.
- Cleaned virus infected machines and made policy modifications to detect reported spam.

Administrative Technology Specialist

North Penn School District - Lansdale, PA - December 2001 to September 2003

- Responsible for internal ad hoc queries using advanced data mining tools such as MS Access, iSQL, and Cognos Impromptu.
- Analyzed and reported on data, to support both financial and student-side department projects and initiatives.
- Developed and maintained Informix databases, to support departmental information management needs.
- Provided desktop and desk-side staff support at 17 district-wide locations.
- Researched and installed upgrades to existing information systems.

- Created a technology education forum to serve employee-training needs.
- Designed Access databases with a full user interface for data entry, querying, and reporting writing.
- Administered UNIX system security and performance; managed file systems, disk space allocation, backups, restores, crons, shell scripting and printer set-ups.
- Managed UNIX system, realizing a cost savings of \$8,000 annually.
- Performed administration of district website using HTML, JavaScript, and Photoshop.

Analyst Intern

KnightRidder.com - Philadelphia, PA - September 2000 to December 2000

- Performed in-depth analysis of data gathered from surveys and constructed visual designs.
- Generated queries to extract data from MS Access and SQL Server database systems.
- Designed web documents to enhance communication, and build a stronger relationship between the company and its clients.
- Provided support to the end-users on MS Office applications.
- Assisted service representatives in the reporting of customer incentive programs.
- Gathered, organized, and updated customer data.

EDUCATION

B.B.A in Business & Management Information Systems

Temple University - Philadelphia, PA

May 2001

ADDITIONAL INFORMATION

Technical Skills

Internet Marketing:

- Google Adwords, MSN Bing / Yahoo Search Marketing, Facebook Ads, Prosper202, ClickEquations Campaign Manager, SEO, Wordpress, affiliate networks, campaign scaling, lead generation, landing pages, A/B split testing, conversion pixel tracking

Operating Systems:

- Win2k Server, Windows NT 4.0, Windows XP, Windows 7, DOS, SCO Unix, Apache Server, IBM Mainframe, Solaris 8, Linux 7

Programming Languages:

- Pascal, Cobol, C/C++, HTML, Javascript, PHP, CSS, Visual Basic, Ace, iSQL, MySQL, Oracle, Perl, shell

Applications:

- Quality Assurance: HTTP headers, Tamper Data, Firebug, Fiddler, Protractor E2E, Selenium webdriver
- Networking: LANDesk, Terminal Services, VNC, FTP, Active Directory, DNS server, VMware, Big Brother, Cisco VPN, Bitwise Tunnelier, pcAnywhere
- Spam/AV: Stinger, SpyBot, Adaware, ePolicy Orchestrator 3.5, VirusScan Enterprise 8.0i, Sophos PureMessage
- General: Apache Server, Net Meeting, Bridge-trak, Remedy, Jabber Messaging, Outlook, Word, Access, Excel, PowerPoint, Visio, System Architect 2001, Majordomo2 List Server, Odyssey, Salesforce, Jira, Git, sendmail, Symantec Ghost, ETL, Query Analyzer, SQL Developer

Networking:

- TCP/IP, telnet, ftp/scp, ssh, pcAnywhere, VPN, HTTP, DHCP, DNS, pop3, SMTP, LAN topologies, [...] VNC, Bitvise Tunnelier

Hardware:

- Hubs, bridges, CAT5/RJ45, NIC cards, CPUs, sound/video cards, motherboards, memory, PCMCIA, modems, HP and Genicom printers, Linksys/D-link routers, Orinoco/Proxim/Linksys wireless cards, Sun Sparc, Sun Blade servers, iPAQ, Compaq and IBM laptops, iPhone iOS, Android