

## Contact

hienm9@yahoo.com

[www.linkedin.com/in/hien-mai-a765a3126](https://www.linkedin.com/in/hien-mai-a765a3126) (LinkedIn)

## Top Skills

Agile Methodologies

Test Planning

Test Automation

# Hien Mai

QA Lead at DeliverHealth

Columbus, Ohio Metropolitan Area

## Summary

- Over ten years of experience in Software Testing.
- Experience in testing of Windows-based Client Server Applications, Web-based Applications, and Mobile Device Applications in localized and cloud environments.
- Strong experience in and knowledge of all phases of the SDLC, STLC, Agile and Waterfall Testing Methodologies.
- Experience in analyzing Business Specifications and Requirements, developing Test Plan and Test Scripts based on analysis.
- Some experience in automated testing using Test Complete and Test Partner.
- Experience using Defect Tracking Systems such as JIRA, TigerPaw, Team Foundation Service/Test Manager, I-Service,
- Experience in writing queries and checking data in MS SQL Server databases.
- Excellent analytical and troubleshooting skills.

---

## Experience

DeliverHealth Patient Experience

Quality Assurance Lead

April 2021 - Present (1 year 3 months)

DuetHealth

Quality Assurance Lead

February 2019 - April 2021 (2 years 3 months)

JP Morgan Chase

Quality Assurance Analyst (UAT)

June 2017 - January 2018 (8 months)

Columbus, OHIO

- Worked in conjunction with the Product Management and Development teams for iManage, Passport-Spend, and Passport-Gold, to ensure that applications meet requirements and are of high quality.
- Reviewed Business Requirements, Functional Specifications understand the functional and technical requirements.
- Created detailed test scripts based on the requirements in Gherkin style.
- Tested the application and verified the requirements were successfully met.
- Executed test scripts and documented defects
- Worked with development team to analyze and resolve defects.
- Worked with users to complete test execution.

#### EmergiTech, Inc.

##### QA Lead

February 2011 - December 2016 (5 years 11 months)

Columbus, OH

#### Epicor – (formerly NSB Group)

##### Lead Quality Assurance Analyst

August 2004 - February 2011 (6 years 7 months)

Columbus, OH

#### NSB Group

##### Quality Assurance Analyst

August 2002 - August 2004 (2 years 1 month)

Columbus, OH

---

## Education

#### St. John Fisher College

Bachelor of Science in Mathematics, Mathematics and Minor in Computer Science