HONG LOON YOONG

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EDUCATION

MASTERS | MEDIA DESIGN | AUGUST 2018
KEIO UNIVERSITY, JAPAN
Concentration in Consumer Insights Research
RESEARCH STUDENT | ENGINEERING | APRIL 2016
UNIVERSITY OF TOKYO, JAPAN
Concentration in Technology Management and Machine Learning
BACHELORS | ECONOMICS | MAY 2011
LEWIS & CLARK COLLEGE, OREGON
Concentration in Economic Management

PROFESSIONAL QUALIFICATION

REGISTERED SCRUM MASTER & PRODUCT OWNER | AUGUST 2022 | SCRUM INC.

WORK EXPERIENCE

TECH LEAD QA ENGINEERING | 株式会社ナナメウエ | MAY 2021 - PRESENT | TOKYO, JAPAN
- Standardized QA processes and reorganized team on-boarding process to improve knowledge transfer and to prepare for shift left testing implementation.
- Implemented shift left testing methodology that resulted in increased QA team productivity by 20 hours per week and reduced issues found during regression testing by 60%.
- Coached junior QA members in translating business requirements to technical requirements, acceptance criteria and test cases.
- Collaborating with agile coach to transition product and development team to design thinking and scrum methodologies to reduce production time, speed up decision making and increase user satisfaction.
- Successfully led the team as scrum master in 3 different projects that resulted in above 80% user satisfaction.
- Planning requirements and roadmap for sustainable test automation procedures to improve devops processes and increasing CI/CD speed.

QA ENGINEER| 楽天グループ株式会社 | AUGUST 2020 - MAY 2021| TOKYO, JAPAN
- Collaborated with the internal development team to reorganize and document testing manuals of Rakuten GORA portfolio of products to reduce external vendor reliance by 50%.
- Analyzed issues raised to rebalance testing resources that improved efficiency of vendors by 30%.
- Maintained master test case for Rakuten GORA Services.
- Developed test plans by reviewing past SDLC documentations and current project requirements to define test requirements and impact areas.
- Translated business requirement to test plans and test cases in both agile and waterfall environments.

QA ANALYST | Wovn Technologies株式会社| AUGUST 2017- MARCH 2019 | TOKYO, JAPAN
- Curated Master Test Case for Web System and App for Wovn Technologies.
- Reviewed specification of new functions and updates to identify impact areas for testing.
- Experimented with Test Automation and new QA processes

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AUDIT ASSOCIATE | ERNST & YOUNG LLC | DECEMBER 2011 - NOVEMBER 2012 | MALAYSIA

- Performed and documented audit checks on clients that are financial institutions to assure financial statements are true, fair and satisfies the IFRS Guidelines.
- Learned evaluation methodologies for financial tools such as stock, bonds, and other securities.
- Created spreadsheet model to visualize financial health of clients

SKILL SETS:

- Problem Solving - User Experience Research, Product/Service Design Analysis, Software Specification Analysis, End to End Software Quality Assurance implementation
- Technical Expertise - Financial Reports evaluation, Statistical Modeling, Python and product/service prototyping
- Technical Suite - Confluence, JIRA, Docker, Python, VS Code, Android Studio, Playwright
- Language - Native English, Native Malay and Intermediate Japanese