



Phạm Huy Hoàng

Senior Quality Engineer

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OBJECTIVE

A highly skilled Quality Engineer with over 7 years of experience in manual and automation testing, seeking to leverage expertise in web application testing, CI/CD tools, and defect tracking to contribute to high-quality software delivery. Passionate about enhancing quality assurance processes and collaborating in agile environments to drive impactful results.

EDUCATION

Sep 2014 - June 2019

Engineer's Degree, University Of Information Technology, HCM

National University

Major: Information System

GPA: 7.2

WORK EXPERIENCE

August 2025 - Present

Accent Group Limited - Offshore Team

Sr Quality Engineer

Main responsibilities:

- Lead QA effort and strategy for the assigned workstream serving well-known apparel and footwear brands in the ANZ market.
- Establish and refine the testing workflow, recommending approaches that fit the project's specific context.
- Carry out testing activities for user stories, tasks, and bugs within a Scrum team.
- Pilot the Playwright Automation Framework to streamline API and UI testing, reducing manual testing efforts by 20%.

December 2021 - July 2025

Niteco Ltd VN

Quality Engineer

Main responsibilities:

- Improved defect density by 20% using shift left testing.
 - Reduced testing time by 15% by creating comprehensive test plans.
 - Delivered successful sprint demos to clients, enhancing client satisfaction and project transparency.
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March 2021 - December 2021

NashTech Vietnam (a division of Harvey Nash)

Quality Engineer

Main responsibilities:

- Automated 50+ test cases, reducing manual testing efforts by 30%.
 - Collaborated with developers to reproduce and resolve high-priority defects, improving product stability.
 - Delivered on-time testing for all user stories in a fast-paced agile environment.
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Sep 2018 - Feb 2021

DXC Vietnam

Professional Product Test

Main responsibilities:

- Implemented and maintained automation scripts that reducing testing effort by 20%.
 - Enhanced defect resolution efficiency by working closely with DevOps engineers and developers.
 - Delivered weekly test reports to stakeholders, ensuring transparency and accountability.
 - Mentored 2 newcomers, ensuring they achieved full productivity within their first month.
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CERTIFICATIONS

2018-2019

IELTS 6.0, TOEIC 770

2024

Optimizely Certified Commerce Developer

SKILLS

Language

English

Automation Testing

- Have knowledge in web application technologies: HTML, CSS, JavaScript

- Have knowledge in web service testing: PostMan, Rest Assured
- Have knowledge in Screaming Frog, NVDA
- Knowledgeable in AI with practical experience applying it to daily operational activities.
- Experience working with APIs: SOAP, REST, GraphQL.
- Experience in using SVC: Github, Gitlab, Bitbucket.
- Experience working in automated tools: Selenium, Playwright.
- Experience working in automation testing framework: TestNG.
- Experience working in design pattern: Page Object Model, Factory Pattern.
- Experience with defect tracking and management tools: Jira, Redmine, Bugzilla, Azure Devops, Xray, Confluence.
- Experience working with accessibility testing, load testing, basic security testing.
- Experience working with UI/UX tools: miro, figma.
- Experience working with CMS platforms: Optimizely (formerly Episerver), Umbraco, Wordpress, Contentful, Kentico, Adobe Commerce.
- Experience working with monitoring tool: New Relic.
- Experienced in SQL database management using SQL Server, MySQL
- Have experience with programming language: Java, Typescript
- Have experience using IDE: Eclipse, VSCode
- Have experience in using build/CI tools: Maven, Node Package Manager, Jenkins, Github Actions, CircleCI, Cloud Testing (BrowserStack, SauceLab)

Manual Testing

- Software Testing Process: Agile/Scrum, Waterfall
- Testing methods: Black-box/White-box testing
- Testing objectives: Regression Testing, Sanity Testing, Smoke Testing, Security Testing, Accessibility Testing
- Testing techniques: Boundary Value Analysis, Equivalence Partitioning, State Transition, Decision Table, Error Guessing
- Domain knowledge: Insurance, Financial Service, eCommerce

PROJECTS

Accent Group Limited

(8/2025 - Present)

Customer	Accent Group Workstream
Description	- Shoppers purchasing apparel, footwear, and accessories from popular retail brands such as Platypus, Skechers, Hype DC, The Athlete's Foot, and others across Australia and New Zealand.
Team size	7-10
My position	QC
My responsibilities	<ul style="list-style-type: none"> • Participate in all Scrum activities. • Define test scope and conduct testing for tasks (user stories, bugs) • Develop automated test scripts, perform manual test on both UI and API. • Engaged in process enhancement and development initiatives.

Technologies used	Jira, Xray, Playwright, GraphQL, Typescript, Bitbucket, CMS, New Relic
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Niteco

(12/2021 - 7/2025)

Customer	Global brands (Panasonic, HNK, FF, PoK...)
Description	- Customize popular CMS platforms to efficiently create websites tailored to customer needs.
Team size	5-10
My position	QC
My responsibilities	<ul style="list-style-type: none"> Participate in meetings to clarify requirements and estimate tickets Define test scope and conduct testing for tasks (user stories, bugs) Perform testing on both UI and API Proactively troubleshoot issues reported by clients in the production environment. Develop comprehensive test plans at the inception of projects Generate weekly test reports Assist newcomers in understanding requirements and automation tasks
Technologies used	Azure DevOps, Playwright, Accessibility Testing, Manual Testing.

FTX ODC (NashTech's partner)

(3/2021 - 12/2021)

Customer	Product team
Description	- InvestCloud is a global leader in wealth technology, focusing on digital transformation in the financial sector.
Team size	5-10
My position	QC
My responsibilities	<ul style="list-style-type: none"> Define test scope and execute testing for user stories. Perform testing on both UI and API. Report identified issues. Participate in meetings to clarify requirements. Develop and maintain automated test scripts for functional UI testing. Assist newcomers in understanding requirements and automation processes.
Technologies used	Jira, Selenium, Postman, Automation Testing, Manual Testing

Sompo Development Project Malaysia (P&C, Group), Indonesia (P&C) and MapLife

(1/2019 - 2/2021)

Customer	Sompo Insurance Company (market Malaysia)
Description	- This web application, developed by DXC, is designed to assist Sompo Insurance Company agents in efficiently selling property and casualty (P&C) insurance contracts.
Team size	10-20
My position	QC
My responsibilities	<ul style="list-style-type: none"> Develop detailed manual test cases derived from the Business Requirement Document (BRD) provided by the Business Analyst.

	<ul style="list-style-type: none"> • Design, implement, and execute automation test scripts to ensure software quality. • Regularly update and maintain automation test scripts to meet evolving project needs. • Collaborate with the DevOps Engineer to identify, report, and monitor issues arising from test failures. • Provide regular updates and reports to the Project Manager and Quality Control (QC) Lead. • Utilize Jira to efficiently track and manage defects throughout the testing process.
Technologies used	Jira, Redmine, Selenium, SQL Server, Manual Testing