



Phạm Huy Hoàng

Senior Quality Engineer

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OBJECTIVE

A highly skilled Quality Engineer with over 6 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

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, 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
- 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

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	<ul style="list-style-type: none"> • Define test scope and execute testing for user stories.

responsibilities	<ul style="list-style-type: none"> • 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. • 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