

****CURRICULUM VITAE

**Nguyen Hoan**

Senior QC Engineer

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| **Personal Information**  Date of birth : 11-Sep-1987  Gender : Male | |
| **Skill Summary**  - Good Experience in Sanity testing, Functional testing, Regression Testing, and System Integration Testing.- Strong experience in BSS (Business Support System) products and business processes related to telecom system and Media Planning which build in web portal to enables buyers and sellers to trade..- Familiar with banking system for Fraud, RIM and Collection.- Familiar with testing tools: Jira, Quality Center, SoapUI, Toad, Putty, FileZilla, MS SQL. |

# **Technical Skills**

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| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\OS.PNG | **OS** | Windows XP, Windows 7, Ubuntu, Windows 10 and 11 |
| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Language.png | **Programming languages** | C, C++, C#, PHP |
| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Database.png | **Database** | MS SQL Server, TOAD, SQL Developer |
| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Comms & Networks.png | **Communication & Networks** | TCP/IP, UDP, Routing protocols, HTTP, Apache Tomcat server, Telephone network. |
| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Frameworks & Libraries & Services.png | **Frameworks & Libraries & Services** | Amdocs products: Customer Service Management/ Customer Service Representative (CSM/CSR), Activity Management Self Service (AMSS), Account Receivable (AR), Message Processing Service (MPS), Number Management (NM) and Billing. |
| C:\Users\tukieunl\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Methodologies & Tools.png | **Methodologies & Tools** | Testing types: Regression, System Integration, UAT Testing. BSS products and bussiness processes related to telecom system: CRM, AMSS, AR, NM, Billing. Database tools: Oracle, MySQL, SQL Server. Testing tools: Quality Center, Toad, Putty, Jira |

# **Working experience**

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| **Project** | **Remediation Team** | | | | |
| **Duration** | 10-Feb-2020 - 30-Dec-2022 | | | | |
| **Project Description** | 1.Client's overview:  - DuluxGroup(DG) is a leading marketer and manufacturer of premium branded products that protect, maintain, and enhance the spaces and places in which we live and work. Founded in 1918, DuluxGroup now has over 60 brands under its umbrella, which are structured into different Strategic Business Units (SBUs). DuluxGroup's brands are some of Australia’s and New Zealand’s most recognised and trusted. They include household names such as Dulux, Selleys, Yates, Cabot’s, B&D, British Paints, Berger, Poly and Hortico, to name a few.  2.Engagement Scope:  - Implement Services Request (Content Upload, User management...)  - Research/Investigate and contact 3rd parties  - Fixing finding defects  - Change Request Implementation (minor changes, which effort &lt;= 1 development day)  - Estimation  - Continuous Improvement (SEO improvement, Redirect managements, ...) | | | | |
| **Project Technology** | NET, ReactJS, NextJS, AngularJS, Umbraco, Azure, Shopify, Hubspot, Segment, PowerApps | | | | |
| **My Position** | Senior Tester | | | | |
| **My Responsibility** | - Review and update ACs in each user story and make sure they are ready before testing  - Carry out manual testing of software  - Create clear and accurate test and defect reports  - Report issues and progress to PM  - Manage/assign task/review test result of other team members | | | | |
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| **Project** | **Adslot** | | | | |
| **Duration** | 02-Oct-2017 - 28-Feb-2020 | | | | |
| **Project Description** | One of Adslot’s products named Symphony. The aim of this project was to build the web portal that enables buyers and sellers to trade with an unrivalled level of control, transparency and efficiency. According to that, Symphony creates an automat campaign workflow, integrate the agency toolset and build investment data assets. It is used by media agency groups and agencies in market including APAC and North America and allows users to transact across the end-to-end campaign life cycle. | | | | |
| **Project Technology** | ASP.NET MVC, .NET framework 4.5.2 C# 6, Rabbit MQ, ReactJS | | | | |
| **My Position** | Tester | | | | |
| **My Responsibility** | - Review document before test planning happen  - Review and update ACs in each user story and make sure they are ready before testing  - Carry out manual testing of software  - Create clear and accurate test and defect reports  - Report issues and progress to QC Lead  - Manage/assign task/review test result of other team members | | | | |
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| **Project** | **US\_Adeptra** | | | | |
| **Duration** | 01-Jul-2016 - 29-Sep-2017 | | | | |
| **Project Description** | FICO Customer Communication Services (Adeptra) deliver intelligent, scalable, two-way, automated voice, text, e-mail and mobile app notifications, with a human touch. It works alongside existing systems and processes to help organizations reduce fraud, collect more debt, improve customer service, and drive service renewals and product upsell. | | | | |
| **Project Technology** | Java, Javascript, SQL, Linux, and XML | | | | |
| **My Position** | Tester | | | | |
| **My Responsibility** | • Prepare test cases base on requirement  • Carry out manual and automated testing of software  • Create clear and accurate test and defect reports  • Report issues and progress to QC Lead | | | | |
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| **Project** | **US\_Adeptra** | | | | |
| **Duration** | 07-Mar-2016 - 30-Jun-2016 | | | | |
| **Project Description** | FICO Customer Communication Services (Adeptra) deliver intelligent, scalable, two-way, automated voice, text, e-mail and mobile app notifications, with a human touch. It works alongside existing systems and processes to help organizations reduce fraud, collect more debt, improve customer service, and drive service renewals and product upsell. | | | | |
| **Project Technology** | Java, Javascript, SQL, Linux, and XML | | | | |
| **My Position** | Tester | | | | |
| **My Responsibility** | • Prepare test cases base on requirement  • Carry out manual and automated testing of software  • Create clear and accurate test and defect reports  • Report issues and progress to QC Lead | | | | |
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| **Project** | **Amdocs OTC** | | | | |
| **Duration** | 14-Apr-2014 - 15-Dec-2015 | | | | |
| **Project Description** | Amdocs OTC | | | | |
| **Project Technology** | QC | | | | |
| **My Position** | Tester | | | | |
| **My Responsibility** | • Prepare test cases base on requirement  • Carry out manual testing of software  • Create clear and accurate test and defect reports  • Report issues and progress to QC Lead | | | | |
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| **Project** | **Van Xuan Colleges** | | | | |
| **Duration** | Feb-2012 - Feb-2014 | | | | |
| **Size (Days)** | 730 | | | | |
| **Project Description** | Van Xuan is a colleges in HCM with main focus in teaching Marketing and Information Technology. | | | | |
| **Project Technology** |  | | | | |
| **My Position** |  | | | | |
| **My Responsibility** |  | | | | |
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| **Skill Metrics** | | | | |
| **Skills** | **Last used** | **Expertise** | **Experience** | | |
| **Languages & Frameworks** | | | | | |
| C# | 2013 | Basic | 1-6 months | | |
| Robot Framework | 2023 | Beginner | 1-6 months | | |
| Selenium | 2023 | Beginner | 1-6 months | | |
| SQL Server | 2023 | Intermediate | 1-2 years | | |
| C/C++ | 2014 | Intermediate | 1-2 years | | |
| **Platforms** | | | | | |
| Software Testing Project Estimation | 2023 | Basic | 2-5 years | | |
| **Techniques** | | | | | |
| API Testing | 2023 | Intermediate | 1-2 years | | |
| End-to-End Testing | 2023 | Expert | >5 years | | |
| Smoke testing | 2023 | Expert | >5 years | | |
| Web Application Testing | 2023 | Advanced | >5 years | | |
| Accessibility Testing | 2023 | Beginner | 1-6 months | | |
| NashTech - Accessibility Testing - WCAG 2.1 Level A | 2023 | Beginner | 1-6 months | | |
| NashTech - Accessibility Testing - WCAG 2.1 Level AA | 2023 | Beginner | 1-6 months | | |
| System Integration Testing | 2023 | Advanced | 2-5 years | | |
| System Testing | 2023 | Advanced | >5 years | | |
| Mobile Application Testing | 2023 | Intermediate | 1-2 years | | |
| Automated UI Testing For web application | 2023 | Beginner | 1-6 months | | |
| Automation Testing | 2023 | Beginner | 1-6 months | | |
| Cross browser testing | 2023 | Expert | 2-5 years | | |
| Regression testing | 2023 | Expert | >5 years | | |
| Responsive Design Testing | 2023 | Expert | 2-5 years | | |
| UI Testing | 2023 | Expert | 2-5 years | | |
| Acceptance Testing | 2023 | Advanced | 2-5 years | | |
| NashTech - Accessibility Testing - WCAG 2.1 Level AAA | 2023 | Beginner | 1-6 months | | |
| Performance Testing (Load Testing, Stress Testing) | 2023 | Intermediate | 1-2 years | | |
| Database Testing | 2023 | Intermediate | 2-5 years | | |
| IoT Testing | 2023 | Beginner | 1-6 months | | |
| NashTech - Security Testing - Level 1 (basic) | 2023 | Basic | 1-6 months | | |
| Risk Management | 2023 | Intermediate | >5 years | | |
| Scalability Testing | 2023 | Beginner | 1-6 months | | |
| Security Testing | 2023 | Beginner | 1-6 months | | |
| Volume Testing | 2023 | Beginner | 1-6 months | | |
| Vulnerability Scanning | 2023 | Beginner | 1-6 months | | |
| Integration Testing | 2023 | Basic | 1-2 years | | |
| Compatibility testing | 2023 | Expert | 2-5 years | | |
| Functional testing | 2023 | Expert | >5 years | | |
| NashTech - Performance Testing | 2023 | Beginner | 1-6 months | | |
| Soak testing | 2023 | Beginner | 1-6 months | | |
| Session-Based Test Management | 2023 | Beginner | 1-6 months | | |
| **Tools** | | | | | |
| Azure Test Plans | 2024 | Basic | 1-6 months | | |
| SOAP UI | 2023 | Beginner | 1-6 months | | |
| VoiceOver | 2023 | Intermediate | 6-12 months | | |
| Apache Jmeter | 2023 | Beginner | 1-6 months | | |
| Burp Suite Community | 2023 | Beginner | 1-6 months | | |
| K6.io | 2023 | Intermediate | 1-2 years | | |
| Lighthouse | 2023 | Beginner | 1-6 months | | |
| Jenkins | 2023 | Beginner | 1-6 months | | |
| PostMan | 2023 | Intermediate | 6-12 months | | |
| **Testing Knowledge** | | | | | |
| NashTech - Manual Testing - On-board Package | 2023 | Intermediate | >5 years | | |
| ISTQB Agile Testing Knowledge | 2023 | Intermediate | 1-2 years | | |
| ISTQB Test Management Knowledge | 2023 | Intermediate | 1-2 years | | |
| ISTQB Testing Foundation Knowledge | 2023 | Intermediate | 1-2 years | | |
| NashTech - Automation Testing - On-board Package | 2023 | Beginner | 1-6 months | | |
| Testing with cloud-based tools | 2023 | Beginner | 1-6 months | | |
| **Strategy & Planning** | | | | | |
| Test planning and management | 2023 | Intermediate | 1-2 years | | |
| Performance Testing Approach | 2023 | Beginner | 1-6 months | | |
| Quality Assurance Strategy | 2023 | Beginner | 1-6 months | | |

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| **Education, Qualifications and Special Achievements** | | | |
| **Major** | **University & College** | **Graduated Year** | |
| strong pass - Computer Science Teacher | Ho Chi Minh University of Education | 2011 | |

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| **Certificate/Exam** | | | | | |
| **Name** | | **Date of Issue** | **Date of Expiry** | **Category** | | |
| Foundational C# with Microsoft | | 12/10/2024 | Indefinite | Technical Skill | | |