KIM NGUYEN

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PROFESSIONAL DEVELOPMENT

- Portfolio: https://ktnguyen.herokuapp.com
- Selected to participate 12 weeks full stack Java Software Development bootcamp with 2 days of Scrum Foundation training (**PSM1 licensed**). The class covered:
  - Java Fundamentals – variable declaration, looping constructs, conditional statements, class modeling, exception handling, unit testing, debugging techniques, and object-oriented design.
  - Advanced Java – XML, Junit, TDD, Servers and VCS.
  - Professional programming techniques – design patterns, test-driven development.
  - MySQL – SQL query writing, table creation, JDBC.
- Selected to participate 320+ hours software quality assurance testing bootcamp.

TECHNICAL SKILLS

- Problem resolution, attentive, strong analytical, prioritizing, work under pressure, interpersonal, project & timeline management (from conception to completion).
- Knowledge in object-oriented design (how to define requirements for an app, identify use cases/user stories and map out classes using UML (Universal Modeling Language)), development, implementation, and testing client/server and internet/intranet applications.
- Good understanding in exception handling, debugging and bug tracking.
- Ability to install, configure, maintain software & hardware.

Methodology	Waterfall (SDLC framework), Agile (Scrum framework)
Operating Sys.	Windows (XP, 7,8,10), MAC, Android & iOS
Front-end	JSP/Servlet, JavaScript (Node.js), TypeScript, HTML5, CSS3/Bootstrap, jQuery, Angular 4
Back-end	Java 8-11, Spring GUI
Database	SQL, MySQL, SQL Server, PostgreSQL (pgAdmin4), SQLite(DB Browser)
Server	Tomcat, GlassFish, Microsoft SQL Server 12
IDE/Software	IntelliJ IDEA, JetBrains WebStorm, Eclipse, Visual Studio, BlueJ, NetBeans, GitBash, HP Quality Center, JUnit, DOORS (Dynamic Object-Oriented Requirements 'Management' System)
Repository	GitHub – GitBash (Version Control System – Git)
Other Applications	Microsoft Office Suite (365, up-to-2016v – include Skype/Lync, Visio, OneNote), Atom, Sublime Text, Slack, Trello, Jira (defect management)
Experience	Manual & Automation Testing, Data Analysis
Familiar	JDBC, Java API Doc
Knowledge	Retail/POS, Healthcare, Personal Lines/Health Insurance domains

PROFESSIONAL EXPERIENCE

QA/Technical Consultant – Vertex (Cincinnati Financial Co.'s contractor), Fairfield OH   **03/2019-current**
- Performed Interface Functional Testing on web-based automated processing system (Diamond) on all personal lines of business that CIC and CCC service with 3rd party vendor systems to ensure systems interchange data correctly.
- Collaborated with internal resources (Business, BA's, Dev's, QA's) to review new requirements/CRs and to plan for project's upcoming release (utilized DOORS and HP Quality Center).
- Defect/Bug Triage, diagnosed, debugged, and reproduced defects when Diamond interacted with 3rd party vendor systems (LexisNexis, Geocode, CMS, etc.).
- Created, tested, modified, and maintained test script/design procedures and test cases in Test Plan, Test Lab (Manual & Automation (utilized VNC lab machines), & Defect modules in HP Quality Center using DOORS.

QA /Data Analyst – Thrive (CareSource's contractor), Cincinnati OH   **10/2016-07/2017**

- **Team of three Testers and two Huddle Leads**
  - Documented software defects, using a bug tracking system, and reported defects to developers.
  - Analyzed reports written in SAS, built Data Process Flow chart for each SAS report utilized Visio 2013, created Data Genealogy to show where data being extracted from multiple data sources (SQL Server, Teradata, file system (flat files like XML, XLS, XLSX, & text files), how data transformed/formatted, and where it's being loaded/stored to, to provide traceability for all regulatory data.
  - Validated data with database SQL queries utilized Microsoft SQL Server Management Studio.
  - Created learning material to assist co-workers in advancing their SQL skill, utilized free open source AdventureWorks 2016 Dev Ed. Database with step by step of how to set up SQL Server environment.
  - Assisted with internal site enhancements.

Receptionist/Customer Service – L&T Salon, Hamilton OH   **10/2010-03/2019**
- Maintained products' and services' continuous knowledge to effectively communicate sales, promotions and additional services to clients to enhance their experience and maximize sales.
- Handled dissatisfied clients by communicating and resolving their complaints.
- Conducted inventory and ordered products for internal use and retail sale.
- Answered phone, scheduled and canceled client appointments.

ACADEMIC EDUCATION AND CERTIFICATIONS

- ❖ **Xavier University** – Cincinnati, OH
- ✓ No Degree – (2011 - in progress)
- ✓ Majors: Mathematics/Chemistry (in progress)
- ❖ **Cincy Code IT/MAX Technical Training** – Mason, OH
- ✓ Java – Software Development bootcamp (2017)
- ✓ Scrum Foundation (2017)
- ❖ **Per Scholas** – Cincinnati, OH
- ✓ Software Quality Assurance (2016)
- ✓ Authentic Leadership (2016)

- ❖ **Scrum.org**
- ✓ **License**: Professional Scrum Master 1 (2017)
- ✓ **License ID**: 290162 (no expiration)
- ❖ **Significant Skill Training**
- ✓ Lynda.com – Object-Oriented Design
- ✓ Lynda.com – Java 8
- ✓ Youtube – Angular('s Materials)
- ✓ Youtube&Lynda – JavaScript/TypeScript/MCV
- ✓ Youtube – JSP/Servlet