

# KIM NGUYEN

WEST CHESTER, OH – (513) 410-4388 – KIMNNGUYEN225@GMAIL.COM – LINKEDIN/GITHUB

## PROFESSIONAL DEVELOPMENT

- Portfolio and projects: <https://ktnguyen.herokuapp.com>
- GitHub: <https://github.com/kimnnguyen225>
- Selected to participate 12 weeks full stack Java Software Development bootcamp with 2 days of Scrum Foundation training (**PSM1 licensed**).
- 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, HTML5, CSS4/Bootstrap4, Template Engine (Thymeleaf)
Back-end	Java 8-11, Swing GUI, Spring Boot, Maven, JDBC
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	Microsoft Office Suite (365, up-to-2016v – include Skype/Lync, Visio, OneNote), Atom, Sublime
Applications	Text, Slack, Trello, Jira (defect management)
Experience	Manual Testing, Data Analysis
Familiar	JDBC, Java API Doc, Spring Boot, JavaScript, TypeScript, AngularJS/4-7
Knowledge	Retail/POS, Healthcare, Personal Lines/Health Insurance domains

## PROFESSIONAL EXPERIENCE

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**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

**10/2010-06/2019**

- 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

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❖ **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)

❖ **Scrum.org**

- ✓ **License:** Professional Scrum Master 1 (2017)
- ✓ **License ID:** 290162 (no expiration)

❖ **Per Scholas** – Cincinnati, OH

- ✓ Software Quality Assurance (2016)
- ✓ Authentic Leadership (2016)