



Nguyen Dang Khoa

QA Tester

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Summary

- I'm a former web developer transitioning into software testing, using my UX/UI knowledge to spot usability issues and improve quality of my products. I'm looking for a full-time role to grow into a Junior Tester and make an impact.

Work Experience

07/2024 - 10/2024

Intern QA Game Tester Nexon Networks Vina

- Product: MapleStory M - an MMORPG Fantasy game. Team: 20 people. Platform: iOS, Android.
- Ensure game features and data were functioning correctly by identifying and documenting major and minor bugs before release.
- Conducted manual testing of game mechanics, UI elements. Created detailed bug reports, including screenshots, videos, and reproduction steps, and submitted them through Jira. Maintained daily reports to keep the team leader informed.
- Helped reduce the number of critical bugs reaching the live servers, improving game stability and enhancing player satisfaction. My bug reports included: unseen bugs with item expiration time, players still see item being equipped after it expired; missing scrollbars; invitation window cannot be seen while using House system.

10/2023 - 05/2024

Freelance Web Developer fiverr.com

- Engaged with clients from diverse backgrounds and industries to understand their needs and deliver website solutions.
- Designed and developed templates, landing pages, blogs, ecommerce.
- Successfully delivered 5 projects, receiving positive feedback and repeat business.

09/2022 - 08/2023

Backend .NET Developer FPT Software

- Product: Utop - a cashless payment platform. Team: 8 people. Platform: Mobile, Desktop
- Developed and integrated backend services that connect Utop's customer support system with Zalo's messaging API.
- Implemented and optimized APIs, ensuring smooth data exchange between platforms. Collaborated with frontend and QA teams to test and refine features before deployment.
- Improved customer engagement and response time by enabling real-time support through Zalo, increasing user satisfaction and retention.

03/2022 - 06/2022

Frontend React Developer NashTech

- Product: A system to efficiently manage and track their physical assets, such as laptops and office equipment, to reduce losses and improve accountability. Team: 5 people.
- Developed a React-based dashboard that allows companies to lend assets to employees and monitor their usage.
- Worked in a Agile team, implementing core UI components and integrating API calls. Ensured UI consistency, optimized performance, and fixed reported bugs.
- Delivered a user-friendly dashboard that streamlined asset tracking, reducing manual effort and improving operational efficiency.

Skills

- Analyze specifications: Review project requirements, identify missing information, and draft Q&A to obtain needed information before testing.
- Use Jira to report and track bugs, confirm bugs with team before reporting.
- Run test cases, document the behavior of failed cases, using tips and manuals from team to optimize testing speed, create a realistic environment before testing.
- Attach images and videos with highlight to add more information to bug report.
- English Communication: Engage in English discussions with international clients on project needs during freelance work.
- Website Development: Write semantic HTML, apply BEM CSS conventions, and create consistent, responsive UIs with design systems, check for potential usability problems; Use browser DevTools for inspection and troubleshooting.

Certifications

2024	ISTQB Foundation Training View Center for Information Technology csc.edu.vn
2023	UI/UX Design Intensive View MindX Technology School mindx.edu.vn
2021	TOEIC 940/990 View IIG Viet Nam

Education

2017 - 2021	Bachelor of Applied Science (B.A.Sc.) - Software Engineering Ho Chi Minh City University of Foreign Languages and Information Technology Graduated with a 3.3/4 GPA
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