VI PHAM

# **Personal Details**

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# **Experience Summary**

* Over 7 years of agile working experience in manual testing and 2 years in test automation
* Proficient in identifying and reporting software defects accurately, concisely with detailed expectations
* Develop and update Test Plan and Test Cases periodically to manage changes in requirements
* Good exposure to Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and Bug Life Cycle
* Well versed with STLC – Agile, Scrum methodologies
* Extensive experience in gathering and performing in Functional Testing, Regression Testing, System Testing for end-to-end systems and solutions with limited documentation
* Connect to API and database for data verification and validation using MySQL by writing SQL queries
* Experienced in designing and executing the automation scripts using Selenium with Python during regression test cycles in accordance with the agreed scope and schedule
* Self-motivated and quick learner, willing to adapt to new challenges and technologies
* Drive great outcomes by setting the appropriate context and expectations, rather than by trying to control, set policies, or dictate directions

# **Technical Skills & Tools**

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| * Testing Management Tools : Jira, TestLink * Agile Tools : Jira * Agile Development Methodology : Scrum * Testing Types : Functional, Regression, Smoke, UAT * Versioning Control : Git/GitHub * Web languages : Html , Css | * Automation Tools : Selenium WebDriver * Programming Language : Python * Database : SQL queries * Testing Framework : Pytest * IDE : PyCharm * Operation System : Windows, Linux |

# **Certification**

[International Software Testing Qualifications Board (ISTQB) Foundation Level Certification](https://www.istqb.org/)

*[Certification No: #ISTQB-VTB-FL-20120436](https://www.istqb.org/)*

# **Education**

* Certificate in MultiMedia Communications - Yukon University, Canada 2017
* Bachelor’s degree in Information Technology - University of Science, Ho Chi Minh City, Vietnam 2011 *Equivalent to Canadian graduate study in Information Technology*

*International Qualifications Assessment Service (IQAS)*

# **Professional Experience**

**ROLE**: **SENIOR SOFTWARE QUALITY ASSURANCE ENGINEER** March 2015 – Present **INDEPENDENT CONTRACTOR CONSULTANT**

*Project:* *Travel web-application*

*Replacing an old application to a new interface web application severed for an Airline Ticket Agent*

* **Use Selenium WebDriver with Python to develop automation scripts for the web-applications to reduce time and cost on repetitive test scenarios**
* **Conduct Data Driven, Cross browser testing and Involve in Smoke, Sanity, Functional ,Regression Testing addressing areas including database impacts, software scenarios, regression testing, negative testing and error/bug retests**
* **Use advanced XPath and CSS selectors techniques to identify web elements, proficient in using ChroPath, SelectorsHub to create test scripts for maximized 3 test cases per day**
* **Participate in review requirements, specifications and technical design documents to provide timely and meaningful feedback**
* **Contribute ideas to improve travel web-application to a new user-friendly interface, and at the same time made sure the new web-application running efficiency by 30%**

**ROLE: QA TEAM LEAD**  April 2020 – August 2020

**APERIA, HO CHI MINH CITY, VIETNAM**  
  
*Project***:** *Case Management*

*Replacing an old application to a new interface web application severed for Banking Call Center*

* Supervised a five-member software QA testing team in highly disciplined environment to **prevent leaking hundreds of thousands of dollars and data from customers to the public**
* Training and providing guidance to interns and junior manual testers to accelerate average quality and time by 10% or more, allowing company to accept more testing projects without increasing staff
* **Identified the root cause of intermittent interoperability glitch in air-traffic control software,** leading to a no-fault audit finding
* Leveraged developer background to communicate effectively with software design team, quickly gaining their respect and becoming a valued, “go-to” team member on challenging test cases
* Served as a key member of software development team as the lead QA tester on banking platform for Fiserv to ensure compliance with QA standards, federal regulations and customer specifications

**ROLE: SENIOR SOFTWARE QUALITY ASSURANCE ENGINEER** March 2013 – September 2015

**FPT SOFTWARE COMPANY, HO CHI MINH CITY, VIETNAM**  
  
*Project: system of satellite entertainment service provider*

*Ensure data from service provider shown correctly by country availability*

* Standardized test case creation in Jira with a standard template to ensure rapid and consistent testing following deployments
* Developed a shell automation script that tested queries (such as by country availability) to XML based DirecTV Movie API to curtail time and cost on repetitive manual testing
* Performing application release management and coordinate with the Operations team in the delivery of production releases efficiently