VI PHAM

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# **Highlight of Qualifications**

* Over 7 years of agile working experience in manual testing and 2 years in test automation
* Hands - on experience in the preparation of Test Plans, Test Cases, Test Reports, and Requirement Traceability Matrix.
* Extensive experience in gathering and performing in Functional Testing, Integration Testing, System Testing, Regression Testing and UAT, for end-to-end systems with limited documentation
* Proficient in identifying and reporting software defects accurately, concisely with detailed expectations
* Expertise in different phases of Software Testing Life Cycle (STLC) and Software Development Life Cycle (SDLC) including methodologies like Agile and Scrum.
* Proficient in using Selenium tool for web application and automating regression test cases using Selenium WebDriver.

# **Technical Skills & Tools**

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

# **Work Experience**

INDEPENDENT CONTRACTOR CONSULTANT Mar 2015 – Present

SENIOR SOFTWARE QUALITY ASSURANCE ENGINEER

*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 smoke, sanity, functional ,regression testing addressing database impacts, software scenarios, negative testing and error/bug retests**
* **Use advanced XPath and CSS selectors techniques to identify web elements with proficiency 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 ensure the new web-application running efficiency by 30%**

APERIA, HO CHI MINH CITY, VIETNAM Apr 2020 – Aug 2020

QUALITY ASSURANCE TEAM LEAD   
  
*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**
* Trained and provided 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

FPT SOFTWARE COMPANY, HO CHI MINH CITY, VIETNAM Mar 2013 – Sep 2015

SENIOR SOFTWARE QUALITY ASSURANCE ENGINEER  
  
*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
* Performed application release management and coordinated with the operations team in the delivery

of production releases efficiently

# **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)*

# **Certification**

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

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