# Nguyen Thi Chi Lam

## SOFTWARE ENGINEER

**Date of birth**
15/10/2001

**Gender**
Female

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## Objective

Motivated Information Systems graduate with a strong foundation in system analysis, problem-solving, and software development processes. Seeking a Software Engineer role to apply logical thinking, adaptability, and analytical skills in a collaborative environment. Committed to continuous learning and improving technical expertise to contribute effectively to software projects.

## Skills

- Project Management: Jira/Confluence, Trello
- Design and Diagramming: StarUML, Figma, Visio, Draw.io, PowerPoint
- Data Visualization: PowerBI, Excel
- Programming: Python, SQL, C++
- Soft Skills: Critical Thinking, Problem-Solving, Communication and Collaboration

## Activities

*June 2020 - Sep 2020*
**Manga Trans & Edit Team**
Volunteer Translator

*May 2020 - Jun 2020*
**UIT SAFE Volunteer**
Participate in the volunteer movement to measure the temperature of students, lecturers and visitors to UIT during the Covid19 outbreak.

*Dec 2019*
**UIT ENGLISH SPEAKING CONTEST**
Participate in the English contest about the era of technological development.

## Certifications

**TOEIC Certificate (Score 835) | 2024**

## Experience

*Sep 2023 - Dec 2023*
**CJ OLIVENETWORKS VINA**
Business Analyst & QA Tester Intern
**Business Analyst:**

- Analyzed As-is business processes and proposed To-be process improvements.
- Designed contract management screen mockups, ensuring an user-friendly interface.
- Defined business requirements and documented workflows using Jira/Confluence for project tracking.

**QA Tester:**

- Developed detailed test cases and conducted functional testing before deployment.
- Performed scenario-based testing to ensure system reliability.
- Reported and tracked software defects using Jira, collaborating closely with developers to improve product quality.

*Aug 2022 - Dec 2022*
**Freelance Pet Broker (Cat Trading Consultant)**

- Acted as an intermediary between cat owners and buyers, negotiating fair deals.
- Researched market trends to match potential buyers with suitable cat breeds.
- Advised customers on pet selection and basic care.
- Closed multiple transactions and earned commission-based revenue.

## Education

*Oct 2019 - Nov 2024*
**UNIVERSITY OF INFORMATION TECHNOLOGY - UIT**
Major: Information System