

# Nguyen Thi Chi Lam

SOFTWARE DEPLOYMENT STAFF



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

**Gender**  
Female

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## Objective

Leverage passion for mobile games and analytical skills to support market research, collect and evaluate data on competitors. Desire to develop experience in game research, analyze player experience and contribute to product development strategy, thereby helping to improve game quality and meet market demand.

## Skills

- Project Management: Jira/Confluence, Trello
- Data Organization & Management: Excel, Google Sheets
- Data Analysis & Processing: PowerBI, Excel
- Accounting Information Systems (AIS)
- Soft Skills: Analytical 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