STEVEN NGOC-SON NGUYEN
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EXECUTIVE SUMMARY

A **software quality assurance specialist** with 3 years of experience in the real estate and printer asset management industries. A versatile professional who is strong at analyzing complex software systems, working with functionally diverse teams, and a curiosity for learning software test automation. A 2017 Bachelor's of Science in Informatics graduate of the University of California, Irvine interested in Quality Assurance and Test Automation roles.

PROFESSIONAL SKILLS AND INTEREST

- **Analyzing complex features and bugs**
- **Test planning and functional / regression testing**
- **Project management**
- **Cross functional team communication**
- **QA process and documentation**
- **Selenium WebDriver (Java and Python)**

EDUCATION

Bachelor of Science (Informatics). University of California, Irvine
- GPA: 3.4/4.0
- Dean's Honor List (4 Quarters)

PROFESSIONAL SKILLS DEMONSTRATED

Yardi Systems   *October 2017 – Present*
Develops web-based property and asset management software for clients in the real estate industry employing over 5,000 professionals and generating over $500 million in revenue per year.
Quality Assurance Specialist
Evaluates, tests, and debugs software products to verify that the program functions according to design specifications and QA standards.
- **Analyzing Complex Features and Bugs:** Developed working expertise in Medicaid to close over 11 trouble records as of August 2018, breaking down the complexity of Medicaid's features into executable test cases and analyzing critical bugs to assist Development in the debugging and modification of the software.
- **Project Management:** Oversaw the QA phase and completed testing for 7 enhancement projects, collaborating with project designers and developers to ensure the accuracy of product enhancements to client specifications and leading training sessions of the new features to the customer support team consisting of 30-50 employees in attendance.
- **QA Process and Documentation:** Pioneered a new Excel test plan tracker the QA project team utilized to manage test cases for a 7 month project consisting of 8 developers and 5 testers, and continues to use for projects and trouble records.

Netaphor Software Incorporated, Irvine, CA   June 2015 – March 2017
Develops software solutions that track and manage fleet costs generated by printer, scanner, and wide format assets. The company works with Canon, Konica Minolta, Atea, and over 60 global resellers and is backed by investors such as Signal Peak Capital.
Quality Assurance Intern
Manually tests and maintains test case documentation for SiteAudit and its extensions, reporting bugs and defects to the Engineering Department and develops and employs tools that improve day-to-day efficiencies.
- **Test Planning and Functional / Regression Testing:** Conducted functionality, usability, interface, and compatibility tests on a front end web application I developed in AngularJS that consumes an in-house C# based RESTful API.
- **Python:** Automated the process for creating organizational structures using Python, Excel, and SiteAudit's XML import feature.
- **QA Process and Documentation:** Wrote internal documentation on how to run performance tests using Window's Performance Monitor against SiteAudit.

OTHER RELEVANT INFORMATION

- **Tools:** Selenium, Jira, Postman, Git
- **Languages:** Java, Python, SQL, HTML, CSS, Javascript, XML
- **Interests**: Foreign Languages, Ultimate Frisbee, Reading, Camping, Hiking