STEVEN NGOC-SON NGUYEN

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EXECUTIVE SUMMARY

A **software quality assurance analyst** with 4 years of experience in the retail, 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 to learn leadership skills in an agile environment. Interested in Quality Assurance and Project Management 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**
- **Backend testing (SQL, C# web services)**

EDUCATION

Bachelor of Science (Informatics). University of California, Irvine *(GPA: 3.4/4.0)*

PROFESSIONAL SKILLS DEMONSTRATED

Mi9 Retail, Irvine, CA   *November 2018 – September 2019*
Ranked #1 vendor overall in the 2019 RIS Software LeaderBoard, Mi9 provides enterprise software that facilitates better planning, master data management, allocation, and replenishment for retailers such as Nike and Vanity Fair.
Quality Assurance Engineer
Designed, developed, and implemented comprehensive manual and automated testing strategies for Demand Management software applications as part of the Execution team.
- **Backend Testing:** Organized automated testing for the C# engine services, created and maintained over 150 test cases representing various retail scenarios, and reduced test execution from several days to less than 15 minutes.
- **Cross Functional Team Communication:** Collaborated with 9 team members consisting of Product, Development, and QA from different departments on the Assortment to Allocations integration project, discovered 7 bugs that led to additional enhancements, and successfully completed testing on a tight 2 week deadline.

Yardi Systems, Oxnard, CA   *October 2017 – November 2018*
Developer of 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
Evaluated, tested, and debugged 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 16 trouble records, broke down the complexity of Medicaid's features into executable test cases and analyzed critical bugs to assist Development in the debugging and modification of the software.
- **Project Management:** Oversaw the QA phase and completed testing for 8 enhancement projects, collaborated with project designers and developers to ensure the accuracy of product enhancements to client specifications and led 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 utilized by the QA project team to manage test cases for a 7 month project consisting of 8 developers and 5 testers, and continued to use for future projects and trouble records.

Netaphor Software Incorporated, Irvine, CA   June 2015 – March 2017
Developer of software solutions that track and manage fleet costs generated by printer, scanner, and wide format assets. Clients include Canon, Konica Minolta, Atea, and over 60 global resellers and is backed by investors such as Signal Peak Capital.
Quality Assurance Intern
Manually tested and maintained test case documentation for SiteAudit and its extensions, reported bugs and defects to the Engineering Department and developed and employed 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 developed in AngularJS that consumes an in-house C# based RESTful API.
- **Automation:** 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:** Jira, Git, Excel, Jenkins
- **Languages:** SQL, Python, Powershell, XML, HTML