

Nguyen Viet Thao Nguyen

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With 5+ years in the software industry, I bring a unique blend of technical insight and strategic thinking. Experienced in working directly with clients, analyzing requirements, and leading cross-functional teams to deliver high-quality solutions. Skilled at identifying growth opportunities, aligning stakeholder needs, and ensuring project success through clear communication and strong execution. Passionate about creating value for customers, building long-term partnerships, and contributing to meaningful, user-focused products. Gratiified customers, a better planet!

WORK EXPERIENCE

Manual QC

Nov 2024 - Present

Vietlink Solutions

HCMC, Vietnam

At Vietlink Solutions, a partner company of Mediba and KDDI Japan, I work as a Manual Quality Control (QC) specialist for Japanese clients. The role involves ensuring the quality and timely delivery of software products by collaborating closely with the development team and project managers.

Responsibilities:

- Collaborate with the Development team to ensure timely and high-quality product releases.
- Created and executed test cases based on project requirements
- Analyze client requirements and suggest effective implementation approaches to the Project Manager.

Accomplishments:

- Played a key role in early defect detection, minimizing risks and improving overall product stability
- Collaborated closely with cross-functional teams, including developers and project managers, to resolve complex issues efficiently
- Maintained high client satisfaction through clear communication and timely delivery of quality-assured software

Outcomes:

- Improved product stability by identifying and addressing defects early in the development cycle.
- Contributed to high client satisfaction through proactive communication and consistent delivery of quality-assured solutions.

Project Manager / Quality Assurance

Oct 2020 - Jul 2024

AEGONA

HCMC, Vietnam

During the time at AEGONA, I was promoted from Quality Control to Project Manager, where I not only oversaw the quality of projects but also ensured adherence to timelines and developer responsibilities. I collaborated closely with clients from Singapore, Bangladesh, France and Australia to deliver high-quality software solutions.

Key Responsibilities:

- Collaborated directly with end users to clarify and refine project requirements.
- Conducted functional, regression, and integration testing, and supported UAT planning and execution.
- Worked closely with the Development team to ensure timely product releases and maintained high quality standards.
- Collaborated with client CPOs to investigate and resolve user-reported issues.
- Fostered an environment of autonomy, empowering team members to take initiative and make decisions to achieve clear project goals.
- Contributed insights and suggestions to enhance user experience and streamline processes during Grooming sessions.

Outcomes:

- Played a key role in minimizing potential risks through proactive communication.
- Delivered projects on time and within budget.
- Ensured bug-free production deployments, leading to successful product releases.
- Enhanced communication on project status and progress to stakeholders, ensuring team alignment and commitment.

Quality Control & Business Analyst

Dec 2019 - Sep 2020

AEGONA

HCMC, Vietnam

As a Quality Control & Business Analyst at AEGONA, I was responsible for capturing, analyzing requirements, and ensuring the quality of a Bank's legal system project in Malaysia.

Responsibilities:

- Collaborated with developers to ensure that feature designs aligned with specifications and acceptance criteria.
- Resolved defects and prioritized the backlog to maintain the project's flow.
- Established bug reporting procedures and tracked reported issues through to resolution.
- Worked closely with clients and management to resolve issues and validate requirements within areas of responsibility.

Outcomes:

- Played a key role in early defect detection, minimizing potential risks and ensuring product quality.
- Collaborated closely with cross-functional teams to resolve complex issues efficiently.
- Achieved high client satisfaction through effective communication and timely delivery of quality software.

Quality Control

Aug 2018 - Nov 2019

TMA Solutions

HCMC, Vietnam

While working at TMA Solutions, I had the opportunity to work in the hotel management domain (Finland) and access control system (India)

Responsibilities:

- Performed manual and automated testing using tools such as Robot Framework, Selenium, and Python to ensure the quality of client projects.
- Set up CI tools (Jenkins) to build and test an internal project.
- Worked closely with teams in Vietnam and India to ensure timely delivery of testing and requirement analysis.

Outcomes:

- Gained trust from leadership through consistent performance and reliability.
- Collaborated with developers to implement test automation, improving overall efficiency.
- Increased customer satisfaction by ensuring high-quality deliveries.

SKILLS

Hard Skills: Quality Control, Agile Scrum, SQL, Postman, Problem-solving, Critical Thinking

Soft Skills: Communication, Detail-oriented, Active Listening, Teamwork, Motivation, Adaptability, Orchestration

CERTIFICATIONS

Professional Scrum Master I (PSM I)  by Scrum.org

Jul 2024

LANGUAGES

Vietnamese (Native proficiency) • **English** (Professional working proficiency)

PROJECTS

Hotel Management - Finland

The system provides self-catering accommodation. The hotels have no reception desk or receptionist – rooms are booked and paid for on the Internet. The customer then receives a passcode to unlock the front door and the room for the duration of the stay.

Ecommerce Eco System - Singapore & Bangladesh

An ecosystem of goods management, shipping, and e-commerce.

Mental Health Care (Mobile app) - Australia

Digital decision-support tools for employees to self-check and self-manage patient low-intensity condition

Digital Insurance - Singapore

The digital insurance platform simplifies the management of your insurance by bringing together insurance policies in one secure place, accessible and editable at any time.

Debt Collection System - Malaysia

A bank in Malaysia aims to develop an online system based on the client's existing system to manage the foreclosure cases process between the Bank's Foreclosure department (including the Auction Sale team) and the client's system Vendors (Legal, Valuer, Auction, Repo).

News Aggregator Website - Japan

A web platform that crawls news content from multiple external sites with different HTML structures and displays third-party ads. The QC team faces challenges in validating data accuracy and ensuring consistent rendering due to the complexity of handling diverse source formats.

Additional complex features such as notifications, Lambda version upgrades, and more are being planned and prepared for testing.

Disaster Alert System - Japan

A notification system designed to promptly alert all staff in the event of a natural disaster or suspected system impact. The system sends out alerts via Slack and phone calls, enabling staff to check systems online and report status in real time, ensuring quick response and minimal disruption during emergencies.

HairHub - Japan

A well-known Japanese haircut chain with branches in Vietnam, featuring an integrated management system. The system includes a ticketing module for customers to select services and print tickets, a hairstylist module to manage customer appointments and haircuts, and a display screen showing the queue status and expired tickets. The management module oversees branch operations, hairstylists, customers, and generates reports to ensure smooth and efficient service.

EDUCATION

Engineer's Degree in Information System

Aug 2014 - May 2019

Can Tho University

REFERENCES

Huy Dam (Director at AEGONA) • huy.dam@aegona.com

Tien Nguyen (Technical Leader at AEGONA) • toma.nguyen675@gmail.com

Khanh Nguyen (Director at TMA Solutions) • nnhatkhanh@tma.com.vn