

# Thao Pham

## Quality Control (QC) Engineer

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## SUMMARY

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Experienced IT professional with over 7 years working in software development and project management, recently focusing on Quality Control. Adept in reviewing test cases, monitoring test progress, applying black-box testing techniques, and managing bug tracking tools. Seeking to further develop in the QA/QC field with a strong foundation in software systems, analysis, and communication.

## EDUCATION

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### Can Tho University

Time: 2010-2014 (Grade: Good, Avg score: 3,18/4).

Major: Information system.

## EXPERIENCE

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### KIMEI GLOBAL (Client from Japan)

 03/2022 – Present

**Position:** QC Engineer (also Project Lead & Developer)

**Tools/Tech:** Redmine, Jira, PHP (EC-CUBE), MySQL, Salesforce

#### QC Responsibilities:

- Reviewed and validated test cases for clarity, completeness, and requirement coverage
- Monitored testing progress, test coverage, and issue tracking
- Applied black-box testing techniques: functional, regression, integration
- Participated in User Acceptance Testing (UAT), collected and analyzed client feedback
- Managed and tracked bugs using **Redmine** and **Jira**, ensuring clear defect life cycle
- Worked closely with developers and clients to ensure product quality

## **Project Highlights:**

- **Michaelkors, Ecoalf, Daisylin, Bonpoint (Japan – E-commerce Websites)**
  - **Position:** Developer
  - **Team Size:** 6
  - **Technologies:** PHP (EC-CUBE), HTML, CSS, JavaScript/JQuery
  - **Description:**

Developed and maintained e-commerce websites for high-end fashion brands in the Japanese market. Focused on implementing frontend features, shopping cart functionalities, and customizing templates to meet brand-specific UI/UX requirements.
  - **QC Activities:**

Supported test case validation and collaborated closely with testers to ensure product features met business and design expectations. Participated in functional and regression testing during release phases.
- **Tomorrowland (Japan – Salesforce-based Website)**
  - **Position:** Project Manager
  - **Team Size:** 20
  - **Technologies:** Salesforce, HTML/CSS, JavaScript
  - **Description:**

Managed the development of a customized Salesforce-based platform for a Japanese fashion retailer. Worked directly with the client onsite in Japan to gather business requirements and manage the project execution from planning to deployment.
  - **QC Activities:**

Reviewed and approved test cases, coordinated the QA team during system and UAT phases, ensured proper defect tracking using Jira, and provided solutions to meet both technical and user experience requirements.

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## **MINERVA SOLUTION**

 05/2019 – 01/2022

**Position:** Project Manager & Developer

**Tech Stack:** Python (Django), PostgreSQL

## **Relevant QC Contributions:**

- Involved in validating features during development and pre-release
- Supported test planning and issue triaging during real estate system deployment
- Collaborated with testers and UAT stakeholders to ensure requirement coverage

## **Project Highlights**

- **Sale Admin – Real Estate Transaction Management (Sales & Marketing)**
  - **Role:** Project Manager & QC
  - **Team Size:** 20
  - **Description:** Led a web-based system to manage real estate sales processes. Responsible for requirement analysis, database design, team coordination, and project delivery.
  - **QC Activities:** Oversaw testing phases, validated deliverables with business stakeholders, and supported issue triaging.
- **Uniprime – Real Estate Transaction Management (Investor Module)**
  - **Role:** Developer
  - **Team Size:** 16
  - **Description:** Developed backend features for investor-related functionalities.
  - **QC Activities:** Supported testing through feature verification and participated in defect analysis.
- **SaigonCoop – Supermarket Order Process Management**
  - **Role:** Developer
  - **Team Size:** 10
  - **Description:** Contributed to the development of a system managing supermarket order flows from purchase to fulfillment.
  - **QC Activities:** Assisted in validating order flow logic and provided developer support during UAT.

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## **VNPT Kiên Giang**

 06/2017 – 04/2019

**Position:** Developer

**QC-related tasks:**

- Participated in system testing and data validation for integrated government platforms
- Provided support for issue debugging and client feedback resolution

## SKILLS

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### QC & Testing:

- Test Case Design & Review
- Manual Testing (Black-box, Functional, Regression, Integration)
- UAT Coordination
- Bug Tracking Tools: Jira, Redmine
- Basic API Testing (Postman)

### Technical Knowledge:

- HTML, CSS, JavaScript
- SQL, MySQL, PostgreSQL
- Familiar with SDLC, Agile
- Understanding of RESTful API & integration flows

### Soft Skills:

- Clear communication with technical and non-technical stakeholders
- Strong documentation and reporting abilities
- Analytical thinking and attention to detail

### Languages:

- **Vietnamese** (native)
- **English** (Intermediate)