



THUONG NGUYEN

Quality Assurance and Quality Control

About Me

The role of a tester is not to find bugs, but to prevent bugs. My principle of testing is to put myself in the shoes of several end users to use the product.



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nguyenthienthuong95@gmail.com



10/11B Nguyen Canh Di, Tan Binh District, HCMC, Vietnam

Language

- English: Advanced in reading and writing, upper-intermediate in speaking and listening
- Japanese: N5 (JLPT)

Expertise

- Quality Assurance: ISO9001, ISO27001, CMMI 2.0, Internal Auditor Certificate by BSI Group
- Scrum Master
- ISTQB Foundation
- QC Leader: Management skill, Ecommerce OMNI, Shopify apps
- Testing Techniques: Selenium in Java, IntelliJ, Katalon, Jmeter, Postman, Burp Suite and OWASP ZAP (Security/Pen test)

Experience

Apps Cyclone

Quality Control Team Lead

Jan 2022 - Present

- Manage the entire QC team, including recruitment for the QC team, training interns (every quarter), building career paths, setting IDPs/KPIs for each member, and conducting annual reviews.
- Ensure the quality of software testing and customer satisfaction for all projects by reviewing tasks of QC members, reviewing test cases, measuring bugs, and analyzing project release results. Provide support and collaborate with QC members in case of missing deadlines, quality reduction, or overloads.
- Performing functional testing, API testing, and performance testing for Shopify apps projects, which were outsourcing projects for Amai client (Singapore). Verify the ticket support bug, request improvement from end user. Keep up with Amai to extend the contract for building and maintaining the products. These projects included Preorder Manager, Bulk Discount & Sales, ProMap, Urgency+, Upsell+, Local Pickup and Delivery, etc.
- Performing functional testing, API testing, and security testing for blockchain outsourcing and product projects, such as Coin68, Fewcha wallet, Soby, Bitsnap, etc.
- Performing security testing and performance testing for some betting projects, which were outsourcing projects from Australian clients.

Haravan

Senior Quality Control

Sep 2020 - Dec 2021

Haravan provides an ecommerce OMNI channel platform. In the QC role within the enterprise team, my responsibilities include:

- Working directly with enterprise clients to gather requirements and develop ecommerce systems tailored to each company's business needs.
- Conducting functional testing for ecommerce systems used by clients such as Vinamilk, L'Oreal, Nestle, AEON, Guardian, Jump Arena, Vinsmart, Maisononline, Dell, Bitis, etc.
- Performing security testing for the Vinsmart website, UX/UI testing for the Maisononline reskin, and mobile app testing for Guardian.
- Leading the creation of test cases for security testing, conducting seminars for all company employees, and integrating them into the testing process of the QC team.
- Representing the QC team in maintaining ISO 27001 certification for security within the enterprise team.



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Experience

NTT Data Vietnam

Quality Assurance and Quality Control

Jan 2018 - Jul 2020

From January 2018 to January 2020, I worked in a Quality Assurance role, where my responsibilities included:

- Providing consultancy, controlling, and evaluating project processes and operational processes according to ISO 9001 and ISO 27001 standards.
- Conducting periodic internal and external audits and maintaining certificates.
- Obtaining an Internal Auditor Certificate from BSI Group (England).

Starting in February 2020, I transitioned to a Quality Control role, with responsibilities such as:

- Performing functional testing for the AEON Group (Japan) ecommerce system.
- Obtaining the ISTQB Foundation certificate (internal training).
- Supporting the QA team in maintaining ISO 9001 and ISO 27001 standards.

Nashtech

Process Quality Assurance

Aug - Nov 2017

- Performing consultancy, controlled, and evaluated project processes according to CMMI 2.0 standards (5th level) based on several project types.
- Supporting PMs in project planning and project implementation. Performed internal audits for projects to ensure processes ran well and met goals.
- Conducting final inspections for products handed over to customers to ensure quality and customer satisfaction.

Education

Van Lang University - Carnegie Mellon University affiliate program

Software Engineering
Sep 2013 - Jul 2017