



Nguyễn Ngọc Thắng

Software Testing Engineer

I am currently a senior at Ton Duc Thang University. I am a person with a sense of responsibility and self-discipline. I have 6 months of experience as a Business Analyst and Quality Assurance in software development with a solid understanding of SDLC processes under Scrum software development framework. Having good knowledge about ISTQB Foundation, methodologies like Agile, Scrum with different business domains such as Movie, Loyalty, Insurance.

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Skills

Project

- Possess hands-on experience in writing User Story, BRD,...
- Analytical thinking and problem solving
- Workflow, BPMN
- Balsamiq, Draw.io
- Waterfall, Scrum
- Manual testing, API and integration testing
- Test report
- Bug tracking and management
- Database: MySQL, PostgreSQL
- Management tool: Updigram, Assembla, Jira, Excel

Personal

- English: B1
- Communication
- Teamwork
- Conflict resolution
- Problem solving
- Analytical mind

Education



Ton Duc Thang University

Computer Science - GPA: 7.95

AUG 2019 - Present

Work Experience

ITC Group July 2022 - December 2022

Internship at ITC Group for 6 months as Business Analyst and Quality Assurance. Participating in real projects such as loyalty and insurance,...

Career Goals

Obtain ISTQB certification by gaining expertise and understanding in software testing. Learn more and gain knowledge about automation testing.

Relevant Work Experience

Project: XXX – Project Description:

Core Loyalty

XXX is a core loyalty platform to increase profitability, deepen customer relationships, and improve customer retention with a cutting-edge & dynamic loyalty management system. A Loyalty software provide enterprises the means to manage customer loyalty aspects including: point, ranking and gift redemption.

Process:

Agile/Scrum

Responsibilities:

- BA/QA
- Provide SDLC document
- Provide Flow diagram, User flow
- Updating requirements documentation (change request, enhancement)
- Responsible for understanding business needs, Requirement
- Analysis, identifying business solutions and validating
- Design test cases, test scenarios, test report
- Perform manual, API Testing
- Regression testing
- Discuss with Development team and QA team to clarify the requirements
- IT support and analysis production issues
- Conduct demo with PO and team

Project: XXX – Project Description:

Smart

Insurance

Platform

XXX application is a smart insurance solution, marking an innovative step, with the application of the most modern technologies to manage information, making it easy for buyers. Make purchasing decisions, and get 24/7 support.

This application is expected to open up many options for Vietnamese people to protect their families and themselves thanks to the application of smart digital transformation.

Process:

Agile/Scrum

Responsibilities:

- Review business requirements and deliver detailed requirement analysis in an accurate and timely manner. Highlight any required conflict and propose an optimal solution to PO
- Reviewing and Managing bugs to align with requirements.
- Support develop performance testing
- Support developing functional test cases
- Support UAT testing

Project: XXX – Project Description:

Insurance

Platform for

Agent

XXX application is an insurance platform for Agent, that will help Agent to install & register the application by phone number, and support customers to:

- eKYC
- Choose the right insurance product & subject of insurance
- Scan ID photo, answer health questions, then make payment right on the app

Process:

Responsibilities:

- Develop Mockup and review with PO for new requirement
- Provide SDLC document
- Provide Flow diagram, User flow, ERD
- Responsible for understanding the business needs, Requirement
- Analysis, identifying business solutions and validating the pros and cons of technical solution options
- Training team members on new feature and requirement