

HO NGOC THUY TIEN

TESTER



Contact information

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Skills

Technical Skills

- Good knowledge of software testing processes based on the V and Agile models (scrum).
- Testing types and methodologies: Black box, functional, non-functional, structural testing, and experience-based testing.
- Analyzing SRS carefully for Test design, Test Execution, Test Completion, and Reporting.
- Good knowledge of developed Test scenarios and Test cases.
- SQL basic.
- Good knowledge of UX/UI.
- Good knowledge of manual testing - Windows application, Web application, Mobile application.

Objective

Short-term goal: I'm willing to learn to accumulate more experience and knowledge, and improve my skills to handle work flexibly, efficiently, and accurately. I want to become a professional in testing.

Long-term goal: becoming a Test Leader.

Education

Da Nang University of Economics

Sep 2015- Jun 2019

Major: Bachelor of Business Administration

GPA: 3.32/4.00

Certifications

2022 : Completing a manual testing course at TESTING.VN

2022 : Confluence Fundamentals Badge.

2022 : Jira Fundamentals Badge.

2019 : IELTS 6.0

Projects

OrangeHRM

Oct 2022- Dec 2022

TESTING.VN

- **Description:** The website provides a full range of services to help the human resources department manage employees.
- **Functions:** Search, Employee List, Add Employee, Reports, Recruitment, Admin, Leave, Time, Performance,...
- **Team size:** 1
- **My position:** Tester
- **My responsibilities:** Create mind map via Google Docs, Test design via Google Spreadsheets, Test execution, Test completion, Bug Reporting via Jira.
- **Test Environment:** Chrome, Firefox.

Student Management Software

Oct 2022- Dec 2022

TESTING.VN

- **Description:** Manage student information, classes, departments, subjects, and result at the university.
- **Team size:** 1
- **My position:** Tester

- API testing- knowing how to use Postman tool.
- Using flexible test design techniques such as Equivalence Partitioning, Boundary Value Analysis, Decision Table Testing, State Transition Testing, and Use Case testing.
- Reporting Bug.
- Good at Microsoft Office especially in MS Excel, MS Word, and Google Drive.

Soft Skills

- Strong multitasking and organizational skills.
- Ability to work under pressure, dynamic, adaptability.
- Teamwork, and hard-working.
- Time management skills, critical thinking, and initiative.
- Strong communication, and problem-solving skills.
- English: 4 skills - Upper-Intermediate.

Interests

- Playing badminton.
- Reading book.

- **My responsibilities:** Test design via Google Spreadsheets, Test execution, Test completion, and Bug Reporting via Jira.
- **Test Environment:** Windows 10

Testing

API- <https://www.hogodoc.com/>

TESTING.VN

- Calls with Postman on website: <https://www.hogodoc.com/> (Login, Get Document List, Get Documents Detail, Get Documents List Detail).
- Being able to read and analyze API-Specification.
- Using the MD5 hash generator to encrypt the password.
- Preparing test environment: Install Postman.
- Filling in the Key and Value (Email Address, Encrypted Password).
- Calling the API with queries like GET, and POST, then testing the response with the Response example included in the documentation specification.

Work experience

Customer Support

Nov 2021- Jan 2023

Husble Company (Cross- Border Ecommerce EU&US markets)

- Managing orders and following them, understanding customers' requirements to provide resolutions as well as satisfaction.
- Coordinating between departments and suppliers to make sure the orders process smoothly and are delivered in manner time.
- Conducting and analyzing quality assurance surveys to enhance services provided to customers.
- Updating feedback, orders, and issues in the CRM system, making daily/weekly reports to find the root cause then marking plans to build relationships with loyal customers and potential customers.