



## PHAM DINH CHUNG

*Senior QC Engineer*

Date of birth: May 27th, 1987

Email: phamdinhchung.bkdn@gmail.com

Telephone: 0935345545

Skype ID: chung.pham87

## SUMMARY

Extensive background in software testing with different industries and platforms, I've worked as a Senior QC Engineer for 10 years, both in manual and automation testing. With a high level of English and strong communication skills, I'm also available to assist leaders/managers with other job needs such as communicating with clients, reviewing documents, test cases or mentoring lower level members. Recently, I'm focusing on developing my career path by improving my automation testing skills especially in programming other languages so it could be easier to adapt with the change of technologies or growing of the organization.

- Well working with SDLC – Agile/Scrum methodologies
- Experience of manual testing, mainly on Functional, System Integration and User Acceptance Testing
- Experience of building, maintaining and executing automation framework using Selenium WebDriver, Java and TestNG
- Have knowledge of CI/CD (Jenkins) and BDD (Cucumber)
- Experience of API testing
- Experience of using SQL database (MS SQL Server, My SQL, MongoDB)

## PROFESSIONAL EXPERIENCE

### ***TymeGlobal, Sep 2019 – Present***

#### Senior QC Engineer

- Project information: Testing digital banking system including Internet Banking, Customers Origination (Kiosk) and Mobile Banking (SmartApp)
- Responsibilities:
  - Participated in daily Scrum meeting and other Agile activities in the hub
  - Analyzed and identified test scenarios/test objectives based on user stories
  - Involved in squad team to build a unified automation framework for testing multiple channels (Web, Mobile and API) and maintained it
  - Used Postman to test API
  - Performed system integration and UAT testing
  - Performed regression testing
  - Trained and mentor other QA about Selenium WebDriver, elements locator, etc., and guided them how to use the framework for scripting and running regression test
- Key Achievements:

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- Gained experience of testing banking system
- Gained experience of testing API
- Got experience of building and maintaining automation testing framework with Selenium/Appium and Java
- Got experience of using Git (GitHub, Bitbucket) for version controlling and managing source code

### ***NashTech Vietnam, Jun 2018 – Aug 2019***

#### Senior QC Engineer

- Project information: Testing Sovos-IPT system which is a tax calculation and management system in insurance industry
- Responsibilities:
  - Performed requirement feasibility analysis and identified test cases
  - Participated in Scrum meetings
  - Involved in test data identification and gathering
  - Used MS SQL Server to query or update data for testing
  - Used Postman to test API
  - Documented test cases and performed peer reviews on the team mate's work
  - Responsible for smoke and regression test
  - Performed elaborate functional testing for along with ad hoc testing of the entire site
  - Also worked on test case maintenance when necessary
  - Performed browser compatibility testing across browsers
  - Trained and mentored new members
  - Reported over all sprint status and daily status – test execution report and bug report
- Key Achievements:
  - Gained experience of testing financial domain
  - Got experience of testing API
  - Got basic experience in automation testing with Selenium WebDriver with Java/C#

### ***Aperia Solutions, Mar 2017 – May 2018***

#### Senior QC Engineer

- Project information: Testing Vision-Web system which is a SaaS platform for the payments industry, mainly is the issues tracking system called Case Management
- Responsibilities:
  - Designed test cases based on SRS
  - Executed test cases and performed Functional, Ad hoc and Regression testing
  - Used MS SQL Server to query and update data for testing data mapping
  - Reported and tracking defects on the internal system
  - Reported testing status to leader daily
- Key Achievements:
  - Gained experience of testing financial industry products
  - Improved time management, tasks prioritization
  - Got experience of using MS SQL Server for testing

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### **LogiGear Vietnam, Mar 2013 – Feb 2017**

#### QC Engineer

- Project information: involved into 5 projects
  - Symphony App: Testing communication system (Symphony portal) and management system (Admin Compliance) used for banks developed on web browsers, desktop and iOS devices
  - EBSCO Information Services: Testing data processing and publishing from raw files to front end via Container Viewer
  - Logigear's Website: Testing change requests and maintenances from US for LogiGear's portal
  - LeapFrog Content: Testing an education game for kids on toys and tablets
  - Super Evil Mega Game: Testing a MOBA game on iOS devices
- Responsibilities:
  - Did tasks based on assignments from clients
  - Supported leaders on assignments and contracting with clients
  - Trained, mentored and reviewed test cases and bugs reported by members
  - Designed test cases based on requirements and performing testing
  - Logged and tracked defects into tracking systems
  - Reported daily status to leaders and managers
  - Self-studied to improve English and technical skills
- Key Achievements:
  - Achieved award "Team of the Year – Customer Services Excellence" with team, 2015
  - Gained experience in manual testing data processing, web-app, desktop and mobile applications
  - Improved verbal and writing skills in English

### **Sofftech Da Nang, Jan 2012 – Dec 2012**

#### QC Engineer

- Project information: Testing a Business Registration Management portal
- Responsibilities:
  - Did tasks assigned by leader
  - Designed test cases based on requirements
  - Executed test cases and performing ad hoc, regression testing
  - Reported defects and testing status to leader
- Key Achievements:
  - Gained experience of manual testing business registration system on website
  - Improved analyzing requirements skills
  - Gained experience of test cases creation

### **Gameloff Vietnam, Apr 2011 – Dec 2011**

#### Quality Assurance

- Project information: Testing a video game on Android devices
- Responsibilities:

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- Tested the game based on checklists
- Performed testing included installation, gameplay, stressing, multiplayer, interrupting, memory leak, updating, etc.
- Reported defects on internal tracker tool and testing status to leader
- Key Achievements:
  - Got the 1st award in presentation contest "How to manage processes to optimize time and high working effect" of the team
  - Got experience of testing games on Android devices
  - Appreciated that working efficiency and high capacity

## TECHNIQUES AND TECHNOLOGIES USED

- Manual testing: Sanity Testing, Smoke Testing, Ad hoc Testing, Integration Testing, System Testing, User Acceptance Testing, Regression Testing
- API testing: Postman
- Automation testing: Selenium WebDriver with Java, TestNG, BDD, CI/CD (Jenkins)
- Database: MS SQL Server, My SQL, MongoDB
- Resource / Version controller: SVN, GitHub, Bitbucket
- Tracking / Management systems: Atlassian Confluence, JIRA, Test Link, TestRail
- Operating systems: Mac OS, Windows, Linux, iOS, Android

## SECONDARY SKILLS

- Work well individually as well as in a team
- Good logical thinking
- Quick learning
- Good at self-studying and researching
- Strong communication and presentation skills
- Have ability of leadership
- Focused on personal and professional development
- Open-minded, dynamic, creative and caring

## EDUCATION / CERTIFICATION

### **Engineer of Information Technology**

Da Nang University of Science and Technology - Da Nang, Viet Nam