# Tien Thuy Nguyen

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## EDUCATION

**Bentley University**, Waltham, MA                                                     September 2012 – May 2016
*Bachelor of Science, Computer Information Systems*

**Semester at Sea: Institute for Shipboard Education**                        January 2015 – April 2015
*Arts and Humanities Coursework*
- Immersed in 12+ international countries over a 4-month period while attending courses on the MV Explorer ship

## RELEVANT WORK EXPERIENCE

**Inspectorio Inc.,** Ho Chi Minh City, Vietnam
*Quality Assurance (QA) Engineer – Onsite & Telecommuted*                February 2020 – February 2021
- Produced well-structured test plans to deliver a major release for Target Inc. and 4000 related organizations
- Debugged issues and initiate failure investigations weekly to convey analysis for developers and management
- Managed and triaged JIRA tickets with developers and product owners for frequent releases to assure successful continuous integration and delivery for multiple product features
- Adopted RESTful API testing via Postman when troubleshooting bugs and code before any major release
- Developed and maintained automation test cases through keyword driven testing framework

**National Grid,** Waltham, MA
*Quality Assurance (QA) Testing Engineer*                                        February 2019 – January 2020
- Collaborated across multiple teams to automate 800+ test cases to improve testing efficiency
- Enforced a standard framework to ensure consistent and reliable testing results for the entire department
- Facilitated system mapping sessions with technical and business SMEs for cross-functional reporting
- Analyzed reports and dashboards to communicate testing progress to senior leadership and key stakeholders

*Work Management Systems Product Analyst*                                     December 2016 – February 2019
- Implemented and designed new SaaS systems to replace outdated platforms while adhering to current business utility practices that are restricted by regulatory and union contracts
- Conducted mini workshops across gas operations within National Grid's territories to collect business requirements and process flows to translate into prioritized epics and user stories
- Worked with product owners and cross-functional business teams to define project scope and identify opportunities for standardization
- Learned system capabilities to provide post go-live support, demos, and training to operational end-users
- Mitigated business and payroll impacts estimating millions of dollars by identifying high/critical defect workarounds

## ADDITIONAL WORK EXPERIENCE

**ETA4,** Hue City, Vietnam                                                                  Summer 2015, 2016
*Volunteer English Teacher* (English Through Academics, Athletics, and the Arts Abroad)
- Led two classes consisting of mainly Vietnamese English-learning students ages 5-12 addition to adult classes
- Provided a versatile learning environment using performance art, nature exploration, and sport competitions in helping students become equipped with skills to learn creatively

## SKILLS

**Platforms:** Salesforce Service Cloud, Workforce Software, IBM Maximo, SAP, Inspectorio Sight Web & Mobile
**Project Management & Testing Tools:** JIRA, Confluence, JIRA Align, Slack, ALM, UFT, TestRail, Selenium, Jenkins
**Programming Languages:** Java, Python, Ruby, Visual Basic, HTML, CSS, Javascript, SQL
**Others:** Microsoft Office Suite, MS Access, MS Visio, DBeaver, Postman, Google Chrome DevTools
**Certifications:** Scaled Agile Framework [SAFe] 4 Product Owner/Manager
**Languages:** Fluent in English and Vietnamese