

Himson

Bristol, England • +4407594607478 • lokhimtamhimson@gmail.com • linkedin.com/in/himson-tam

Software Quality Assurance

In an era where software reliability is crucial, I am the expert that FinTech companies need to ensure their digital products are flawless and secure. With over 8 years of professional and technical experience as a Software Quality Assurance Engineer, I have developed a deep passion for ensuring software quality and integrity. Specializing in developing robust software testing strategies and integrating QA seamlessly into DevOps processes, my expertise in tools like Cypress, JavaScript, Java, Python, Postman, AWS, Jenkins, and Docker allows me to create comprehensive and effective testing frameworks. I aim to deliver bug-free software that enhances customer satisfaction and drives business success. At Youlend, I assisted account executives in troubleshooting bugs and improving website development for the credit risk team and external customers, including eBay UK, PayPal, Dojo, and Mollie. I streamlined project pipelines by creating an Azure DevOps dashboard, reduced project time by 30%, and secured significant deals. Collaborating with SQAs, developers, and project managers, I designed and implemented test plans and cases for Youlend's financing platforms, reducing project lead time and bug tickets by 30%, and enhancing customer satisfaction. At BBPOS, I secured deals and troubleshooted bugs for clients like Shopify, VIX Technology, and 7-Eleven, leading a team of 7 SQAs to design test plans for mobile POS products, which reduced project lead time by 20% and bug tickets by 10%, and developed automated testing tools using Java, Jenkins, and TestNG, cutting QA process time by 30%. With hands-on experience in Azure, AWS, Docker, Java, and MySQL, I bring a blend of technical prowess and industry best practices. My international experience in the US, Hong Kong, and the UK across the FinTech, B2C SaaS, IoT, and B2B POS sectors equips me with a comprehensive skill set in QA software testing and user-acceptance testing. When you need a Software Quality Assurance Specialist who can elevate your software quality, I am the one you can count on. I create tailored solutions that empower FinTech companies to grow their business with reliable, high-performing software confidently.

WORK EXPERIENCE

Nourish Care	10/2024 – Present
Software Quality Assurance Tester	Greater Bristol Area, United Kingdom

- Test Automation & QA Process Improvement: Designed and implemented automated test scripts using Cypress and JavaScript, reducing regression testing time by 30% and improving test coverage across web and mobile platforms.
- Cross-Functional Collaboration & Defect Management: Developed a JIRA dashboard to streamline bug tracking and test execution, enhancing communication between developers and QA, and reducing defect resolution time by 10%.
- Cross-Browser & Cross-Platform Testing: Executed manual and automated tests across multiple environments, ensuring seamless functionality and compatibility across different browsers and devices.

YouLend	10/2021 – 08/2024
Software Quality Assurance Engineer	London, England, United Kingdom

- Assisted account executive before and after meeting to improve and troubleshoot bugs and website development for credit risk
- team and external customers, like eBay UK, Paypal, Dojo, and Mollie. Went the extra mile to create an Azure DevOps dashboard
- for account executives to consolidate clients' requirements and expectations. Streamlined project pipeline and reduced project
- time by 30% and secured 30 % deals (£ equivalent).
- Collaborated and communicated with 18 SQAs, 10 developers, and project manager to design and implement test plans and cases

- for the Youlend financing external and internal platforms. Took the initiative to create a CRM database to record all clients' requirements and challenges and share them across offices to drive continuous improvement on test cases and plans. Reduced
- 30% of project lead time, 30% on bug ticket amount and improved customer satisfaction.
- Develop and maintain automated software testing tools to streamline the QA process by using Javascript, Cypress, Postman, Azure DevOps, and Pipelines. Proactively identified all manual steps in QA and replaced by the automation tools. Reduced 50%
- time on QA process in avg.

BBPOS

Software Quality Assurance Engineer

11/2019 – 08/2021

Hong Kong SAR

- Assisted account executive before and after client meetings to secure deals and troubleshoot bugs and app development. Clients
- include Shopify (US), VIX (UK), Seven-Eleven (US), and Mswipe(UK). Went the extra mile to create a JIRA dashboard for account
- executives to consolidate clients' requirements and expectations. Streamlined project pipeline, reduced project time by 10%, and
- secured 10 % deals (£ equivalent).
- Led a team of 7 SQA across China and USA offices to designed and implemented test plans and test cases for mobile POS
- product. Took initiative to create a CRM data base to well record all clients requirements and challenges and shared across offices
- to drive continuous improvement on test case and plans. Reduced 20% of project lead time, 10% on bug ticket amount and
- improved customer satisfaction.
- Designed and built automated software testing tools to streamline the QA process by using JAVA, Jenkins, Powershell, ADB
- command, TestNG, and Android Studio. Proactively identified all manual step in QA and replaced by the automation tools. Reduced 30% time on QA process in avg.

Computime Group Limited

Web App Programmer

07/2019 – 10/2019

Hong Kong

- Developed IoT front-end application design and programming for USA chained hotel's smart thermometer by using JavaScript, HTML5, CSS, JSON, and BackboneJS. Worked closely with line managers, team leader to understand client's and designer's requirement. Proactively provided update on JIRA to let manager keep track on my performance. Task time was 10% lowered than other colleagues.
- Reached out to back-end team to request data and implement API into front-end web app to enable control over client – hotel' smart thermometer. Increased team effectiveness and performance by 10%.

Dapper Grooming

Android Developer Internship (Remote)

06/2018 – 01/2019

Seattle, Washington, United States

- Developed Uber liked android mobile app design and programming by using JAVA, AWS mobile, and MongoDB. Worked closely with line CEO and team leader to understand business and development's requirements. Proactively communicate with team members to let the COO and team leader keep track of my performance. Increased time was 10% for other colleagues in the whole project.
- Understood and developed data and implement API into Android mobile app by the AWS requirement and documents to enable the app can connect with customers and barbers. Collaborated and communicated with the IOS team to make sure the backend and API are ready to use on each platform. Increased team effectiveness and performance by 10%.

EDUCATION

bootcamp in cyber security

Peak Cyber Institute

03/2024 – 12/2024

Bachelor's degree in Applied Computer

University of Washington

01/2016 – 01/2018

CERTIFICATIONS

ISTQB® Certified Tester – Foundation Level

08/2022 – Present

PROJECTS

University of Washington Ionic Framework Mobile Application Capstone Project

04/2018 – 06/2018

Making Mobile Application by using ionic Framework and firebase University of Washington CSS 496: Capstone Project It is a Mobile app about ECC Church Timothy Fellowship.
<https://sites.google.com/site/ecctimothy/> <https://play.google.com/store/apps/details?id=com.ECC.Timothy.App>

University of Washington SQL Database Movie Store Project

07/2017 – 08/2017

University of Washington SQL Database Movie Store Project Java GUI and SQL Database University of Washington CSS 475: Database Systems It is a Project Application using Java and SQL Database

University of Washington Alice Programming language Project

05/2017 – 06/2017

University of Washington Alice Programming language Project Making Animation University of Washington CSS 107 Class CSS 107: Introduction to Programming Through Animated Storytelling It is a project using Alice Programming Language to make a animation Story of James Bond

Shoreline Community College Java Final Project

12/2015 – 03/2016

JavaFX Game It is a Final Gaming Project by using JavaFX and Java programming language

VOLUNTEERING & LEADERSHIP

Securtia

03/2024 – 06/2024

Cloud Security engineer

Web App Authentication Configuration • Created an Azure web app and enabled Azure AD authentication to secure access. • Deployed a sample code and tested authenticated access to the web app. • Implemented identity and access controls following security best practices. Virtual Network Peering Configuration • Created peered virtual networks in Azure for inter-subnet communication. • Configured bidirectional virtual network peering to securely share data. • Verified network connectivity between peered VNets to support a multi-tier architecture. Azure Virtual Machine Disk Encryptions • Deployed an Azure VM and enabled disk encryption using platform- managed keys. • Added and encrypted a data disk to boost security of sensitive information. • Hardened VM data security through encryption at rest capabilities.

CCCTW

09/2020 – 12/2020

Wordpress Developer

Developed a WordPress website using JavaScript, HTML, CSS, and SQL and security plugins, collaborating closely with the church community to understand their requirements and objectives Proactively communicated with community leaders and team members, resulting in a 10% increase in efficiency and alignment Successfully launched the website, paying close attention to availability and showcasing strong technical skills and the ability to deliver projects within tight deadlines. Website URL: <https://www.ccctw.hk>

SKILLS

API testing, Automation testing, Azure DevOps Server, Azure SQL, Burno, Cloud Security, cypress, DevOps, Docker, Docker Products, Docker Swarm, javascript, Microsoft Azure, Microsoft Virtual Server, Network, PHP, Postman, Software Testing, Test Automation, Virtual Machines, Virtual Private Network (VPN), Vue.js, Web Testing, WSL