

Chantara Tith

Software QA/Test Engineer | Manual & Automation Test | OS, App & API Testing

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SQA Engineer with **100+ smartphone projects** and **4+ years of experience** ensuring consistent software quality without slowing down the agile development process. Experienced in deploying manual or automated testing strategy to protect product quality and resolve defects structurally (**450+ issues resolved**). Methodology-agnostic, outcome-driven, collaboration-focused, and pragmatic in balancing **trade-off** across teams and stakeholders.

RELEVANT WORK EXPERIENCE

Xiaomi Corporation, Cambodia

Software QA Test Engineer

Oct 2022 - Oct 2025

Worked within globally distributed QA teams to ensure **consistent software quality** across Xiaomi Android OS, applications, and network functionalities on Qualcomm and MediaTek platforms.

- Improved **telecom feature reliability** (ECC, VoLTE, VoWiFi, USSD, eSIM, and supplementary services) through structured QA strategy and expanded test case coverage.
- Drove release quality across **concurrent smartphone projects** by identifying and resolving 350+ cross-layer defects spanning modem, system, and application domains.
- Ensured smooth 3G phase-out and VoLTE/VoWiFi rollout by supporting **coordination** between TAM, technical teams, and telecom operator teams.
- Enhanced **product usability** by driving structured testing with the Language Localization Center, significantly reducing localization defects and **after-sale customer complaints** for MIUI & HyperOS.
- Identified, tracked, and resolved Google Mobile Services (GMS) issues, such as Google Play, Google Dialer, Google Discover, Youtube, Android UI, and Gemini across **multiple MIUI releases and projects**.
- Deployed **automated regression testing** and expanded **test coverage** using a risk-based strategy.
- Maintained strict **project timelines** through structured defect resolution and efficient test/inventory coordination while mentoring new Engineers, driving SOP improvements and invalid ticket analysis.
- **Developed** a shared inventory management **workflow** for testing resources, enhancing traceability and supporting efficient coordination across testing, product, and engineering teams.
- Awarded consecutively for quality work across multiple flagship products.

Vivo Mobile Communication, Cambodia

Software Test Engineer

Oct 2021 - Oct 2022

Performed field, mobility, localization, and system acceptance testing across network firmware, system software, and application layers to ensure release quality and functional stability of Vivo smartphones.

- Improved **network and applications compatibility** through identification and resolution of **~100 defects** between modem, system, and application layers across multiple concurrent product releases.
- Optimized test **execution and automation** for field, localization, acceptance, regression, and exploratory testing across GSM/UMTS/LTE, IMS, VoLTE/VoWiFi, and dual-SIM scenarios, including route planning and signal mapping in Phnom Penh.
- Ensured **release confidence** by validating compatibility across top third-party applications and operator features (IMS, VoLTE, VoWiFi), improving overall localization quality.
- Reduced **after-sales complaints** through market data analysis, reported issues reproduction, and structured defects triage and close collaboration with engineering teams.

Independent Software Developer, Remote

Sept 2018 - Sept 2021

Worked on multiple product development ventures, where real-world delivery challenges reinforced the importance of structured testing and quality assurance.

- Built an **iOS news app** (Objective-C) with backend publishing integration, focusing on data integrity, structured testing, and reliability across content updates and user behaviors.
- Developed an eCommerce **website**, working with API gateway and load balancer which developed my focus on **REST API & integration testing, failure scenarios, and system-level quality assurance**.
- Mentored multiple teams in building mobile apps using Firebase backend services, introducing structured testing and release practices that contributed to one team winning the national Technovation competition.
- Setup and maintain Linux environments for **testing and validating** C/C++ system-level applications.

Google Summer of Code – KDE (2016), Remote

Project: *LUKS & LVM Support for Calamares & KDE Partition Manager* April 2016 - August 2016

- Extended **Linux storage subsystems** (LVM, LUKS) support across **3 open-source projects** (C++).
- Designed **algorithms** and **abstract interfaces** for LVM, RAID, and encryption functionality using cryptsetup and lvm2, producing maintainable, modular codebase.
- Implemented and tested new functionalities, updated **QT** GUI dialogs, and **ensured compatibility** with Calamares and KDE Partition Manager modules.

COMMUNICATION & COORDINATION EXPERIENCE

Nerd Night Phnom Penh, Cambodia

Volunteer Organizer

2021 - 2025

Organized and hosted bi-weekly community events across multiple venues, **coordinating** speakers, venue teams, and organizing teams to deliver consistent, **high-quality events**. Owned pre-event **validation** of audio-visual setups (sound, lighting, projection), **identifying risks** early and troubleshooting issues before live sessions. Acted as the central coordination point during events, responding to real-time incidents, and ensuring smooth execution under time pressure. This experience strengthened my structured problem-solving approach, quality mindset, and ability to **translate technical issues into clear actions for non-technical stakeholders**.

EDUCATION

Professional Communication in English (B.A.), Royal University of Phnom Penh 2018

Computer Science and Engineering (B.Sc.), Royal University of Phnom Penh 2017

SKILLS SUMMARY

- **Testing:** Static, Structured, Dynamic, Manual, Automated, Smoke, Functional, Performance, Unit, Integration, System, UAT, Field, Mobility, Localization, Acceptance, Regression, Validation, Verification, Exploratory, End-to-end, Iterative Testing.
- **Strategy:** Agile, Risk-based, Automation, Methodical, Analytical, Consultative, White-box, Black-box.
- **Tools:** Codex, Copilot, Claude, Python, C-family language, UI Automator, Automation frameworks, Adb, coding, scripting, Fine-tuning, VM, CLI, debuggers, profilers, Git, Testrail, Jira, CI/CD, databases, SQL.
- **Systems:** Linux, Android, Telecom, IMS, TCP/IP, HTTPS, REST API, Web stack, Qualcomm & MTK.

LANGUAGE, FOCUS and INTEREST

- **English:** (Fluent speaker, advanced writer) | Dutch: (A2) | Khmer: (Native)
- **Focus:** AI-assisted SQA practices and techniques as AI increases the development velocity.
- **Interest:** Agentic AI impacts on the European labour market and startup scene.