



# Huy Mai - Quality & Delivery Leader

(+84) 905029890 | dinhhuy2908@gmail.com | [LinkedIn](#) | [Portfolio](#)

10+ years leading engineering & QA teams to deliver scalable, high-quality products for global users. Passionate about ensuring project quality & delivery through quality, automation, and data-driven decisions.

## KEY ACHIEVEMENTS

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- Delivered multiple high-impact projects on time and with high quality, contributing to the acquisition of 30K paid members.
- Reduced regression testing time by 70% by driving end-to-end test automation using Playwright across core product flows.
- Built data-driven quality dashboards to identify defect bottlenecks, improving defect resolution time and increasing customer satisfaction by 20%.

## SKILLS

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- Engineering & QA leadership
- Delivery ownership & execution
- Team building, mentoring & performance management
- Resource planning, risk management & prioritization
- Stakeholder alignment & expectation management
- Data-driven decision making

## TECHNOLOGIES

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- Test automation: Playwright, end-to-end test strategy & implementation
- Quality management: Test strategy, risk-based testing, defect management, quality metrics
- Delivery & process: Agile/Scrum, roadmap planning, cross-functional delivery
- Data & reporting: Quality dashboards, defect analytics, data-driven decision making
- Tools & collaboration: ClickUp, Linear, Monday, Jira, Confluence

## PROFESSIONAL EXPERIENCES

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### Flodesk, Danang, Vietnam

2020 — 2025

Flodesk is a design-focused email marketing platform enabling small businesses to grow through email-driven marketing.

#### Engineering Manager

- Led 20 software engineers across 6 parallel workstreams, improving delivery predictability and sustaining high availability for 500K users.
- Owned delivery planning and execution across cross-department initiatives, contributing to the acquisition of 30K paid members.
- Acted as the primary bridge between Product and Engineering, ensuring roadmap feasibility and reliable releases.
- Introduced performance and score-tracking frameworks, improving team motivation, accountability, and job satisfaction.

#### Senior QA Engineer / QA Lead / Delivery Manager

- Acted as QA Lead and Delivery Manager, driving product quality and delivery, scheduling product roadmap, and ensuring cross-team alignment from kickoff to GTM (go-to-market).
- Collaborated closely with Product, Marketing, and Member Experience teams to translate business and user requirements into effective software solutions.
- Drove test automation for 80% of core product flows, reducing regression testing time by ~70%.
- Built a data quality dashboard to track defect insights and identify bottlenecks in the defect resolution process.
- Led defect analysis and resolution efforts with the engineering team, meeting quality SLAs and resolving 90% of issues within the agreed timeframe.

## Seadev - South East Asia Development Company, Danang, Vietnam

2018 — 2020

### Project Manager

- Gained client trust by fostering relationships and delivering project success.
- Ensure project success via managing project schedules, allocating resources, and monitoring product quality.
- Enable team members to complete all development projects based on company/client standards.

### Senior Software Test Engineer / QA Lead

- Boosted all project deliveries and quality by establishing the qualified testing team.
- Shaped all quality assurance activities (process, quality control, standards, tools, training, etc) that consolidated quality mindset for the production team (Design, Dev, Marketing, QA).
- Enhanced company development process by addressing gaps in team communication, working procedures, and quality standards.
- Delivered training sessions to sustain the high quality base for company services.

## Sioux High Tech Software Ltd., Danang, Vietnam

2016 — 2018

### Senior Software Test Engineer

- Ensured the whole project quality as a QA/QC.
- Integrated a new quality control process based on tools integration (Jira, Zephyr, Confluence). This step is one of the important factors to build solid values for Department development.
- Defined testing document (test plan, test case, bug report, test report) to unify and optimize company testing processes.
- Standardized application set-up/submission to Play Store and Apple Store.

## Robert Bosch Engineering and Business Solutions Ltd., Ho Chi Minh, Vietnam

2015 — 2016

### Software Test Engineer

- Contributed as a QA and QC to generate project success.
- Managed a group to execute automated unit & component testing, requirement clean-up activity, and defect monitoring. Addressed and resolved gaps in the testing process of project teams.
- Defined forecast training about testing process, defect handling, and working experiences for new members.
- Motivated a group to build a monthly defect sharing session for 3 project teams (80 members). The session enables QCs to refresh mindset, understand defect diversity, and increase testing performance.
- Trained to become a QA for auditing, reporting, and optimizing testing processes of Department.

## ACHIEVEMENTS

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- Achieved 3 Outstanding Performance recognition – Flodesk, Danang, Vietnam, 2021-2023
- Achieved 4 Outstanding Contributions awards – Seadev, Danang, Vietnam, 2020
- Achieved ISTQB Certification – Foundation Level, Danang, Vietnam, 2017
- ISO 9001:2015 Internal Auditor Certificate, Robert Bosch Company, HCM, Vietnam, 2016
- Spot Award for “Multifunctional Wing Mirrors for Motorbike” Invention Report, Robert Bosch Company, HCM, Vietnam, 2016
- Scored 72 in TOEFL iBT test, Danang, Vietnam, 2015

## ACTIVITIES

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- Host for multiple company activities: sport events, celebrations, holiday events – Flodesk, Danang, Vietnam, 2021-2024
- Trainer for Internship Students – Seadev, Danang, Vietnam, 2019
- Trainer at Danang University of Technology – Sioux Training Courses, Danang, Vietnam, 2017
- Gold medal at Men’s doubles and Silver medal at Mixed doubles – Robert Bosch Badminton Championship, HCM, Vietnam, 2016

## EDUCATION

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### Bachelor's Degree in Embedded Systems

Da Nang University of Technology, 2009 — 2014