

Hoai-Viet Cao

Senior Product Manager

Ho Chi Minh City, Viet Nam
(84) 938 922 612
viet.ch2612@gmail.com

Profile

Senior product manager with 5+ years of management experience, 9+ years background in creating, executing innovating software solutions to enhance business productivity. Highly experienced in all aspects of software development life cycles and end-to-end product management.

Key Skills

- Strong knowledge of Product Development, Software Development life cycles and Agile project management: Scrum, Kanban
- Product management skills in Team Leadership, Communication, Risk Management, Task Management, Quality Management, Time Management
- Strong knowledge in Business Analysis, Business Process Creation/Improvement
- Expert in Jira, Jira Service Desk Administration
- Expert in Excel, Google Sheets, Google AppScript, AppSheet
- Experienced with UX/UI
- Expert in Software Quality Assurance, Software Testing
- Programming languages: SQL, Ruby, Java

Employment Histories

March 2017 - Present

7-Eleven Viet Nam - Tech Product Manager, the guy who wears many hats

- Work closely with stakeholders, partners to build requirements, features and products. Evaluate priorities and create product roadmaps and goals
- Coordination & collaboration in multiple departments together to deliver products from concept to end-user
- Identify and analyze product problems to propose solutions to improve, increase stability and increase user experience
- Led 2 development teams at the same time, facilitate necessary Agile events, meetings in order to deliver a variety of products, features on many different

platforms to meet the company goals

- Implement and maintain development process best practices
- Set up and improve process/workflow for the development team on Jira, Confluence. I've written some articles about this on <https://medium.com/@hoaiviet>
- Develop & improve internal business processes across departments within the company using Jira Service Desk

Awards

- Contributor of the year 2020
- Shining stars of the year 2019

October 2015 - February 2017

Silicon Straits Saigon, HCMC - Automation QA Engineer

- Basic day-to-day tasks as a Software QC, such as requirements analysis, defining checklists, test cases, test plans and test execution to control the quality of several internal projects
- Implement automation test using Calabash, Appium
- Implement the alerting system to make sure the system is alive

Awards

- Pirate of the Month 2016

October 2013 - September 2015

GNT Viet Nam - Software Quality Control

- Defining checklists, test cases, test plans and test execution in order to control the quality of the product
- Implement automation test script using Selenium with Java and TestNG framework
- Create the performance test strategies, test scripts using JMeter

Awards

- An excellent employee of the year 2014

Education

September 2010 - May 2013

University of Transport Technology, VN

Bachelor's Degree in Information Technology

Licenses & Certifications

Issued September 2021

Google Project Management Certificate

- Offered by [Google Professional Certificates](#)
- Issued by [Coursera](#)
- [View certificate](#)

Issued October 2021

Project Management Principles and Practices Specialization

- Offered by [University of California, Irvine](#)
- Issued by [Coursera](#)
- [View certificate](#)

Issued October 2021

Agile with Atlassian Jira

- Offered by [Atlassian University](#)
- Issued by [Coursera](#)
- [View certificate](#)