Hoai-Viet Cao

Project Manager

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Profile

Effective Project Manager well-versed with Agile methodology with 5+ years of experience in managing dynamic, flexible environments and complex systems

Key Skills

- Strong knowledge of Project Management Methodologies including traditional Waterfall, Agile Scrum, and Kanban

- Strong knowledge and experience with Software Development life cycles

- Leadership, Communication, Risk Management, Task Management, Quality Management, Time Management

- Extensive expertise and experience in configuring Jira and Jira Service Desk

- Business Analysis, Business Process Improvement using new technologies like Google App Script, Google AppSheet

- A little knowledge and experience in UX and UI design

- Quality Assurance, Software Testing Methodologies

- Knowledge of software programming languages: SQL, Ruby, Java

Employment Histories

March 2017 - Present

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

My biggest achievement in this position is that my team and I have successfully built an extremely complex system for 7-Eleven Vietnam from scratch. We have always been at the forefront of technology when compared to similar chain stores

- Help 7-Eleven become one of the master franchises that can build its own system

- The payment system has the most fully integrated with e-wallets and online sales channels.

My responsibilities are:

- Lead 2 development teams at the same time, facilitate necessary meetings based on Scrum and Kanban framework

- Responsible for working closely with key stakeholders in different areas of the company such as accounting, human resources, operations, sales... to receive their business cases, identify their point points then convert them into technical requirements

- Research, manage and deliver a variety of software on different platforms, from POS to inventory management systems, deliveries, logistics management, warehouse management, payment, accounting, realtime reporting, and analysis

- Implement and maintain development process best practices

- Responsible for all work on setting up and improving process/workflow for development team on Jira and Confluence. I wrote an article about this on https://medium.com/@hoaiviet

- Developing and improving internal processes across departments within the company with 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 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

- 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 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