Viet Cao

Product Manager

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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
- Strong knowledge of Product Management soft skills: Team Leadership, Communication, Risk Management, Task Management, Quality Management, Time Management
- Strong knowledge in Business Analyst, Business Process Creation and Improvement
- Expert in Jira, Jira Service Desk Administration
- Expert in Excel, Google Sheets, Google AppScript, AppSheet
- Experienced in Programming languages: SQL, Ruby, Java
- Experienced in UX/UI

Employment Histories

May 2022 - Present

OP3N LLC - Product Manager

- Work with the US team to build a Web3 platform, to help creators to create, own and connect their ideas to the community: https://op3n.world
- Research, analyze, and write product requirements for the platform such as NFT Minting, NFT Social Marketplace.
- Act as Scrum Master to guide, conduct the Scrum events (Backlog Refinement, Planning, Standup...) to deliver and help the team improve.
- Build the working process for the development team.

March 2017 - May 2022

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
- Lead the Enterprise development team to build the Core Retail System including Point of Sales, Order & Delivering, Operation, Warehouse Management System and many more
- Lead the Consumer development team to build headless e-commerce services, integrating our system with other e-payment systems and e-commerce sites like Gojek, GrabFood, and more.
- 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
- 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

September 2021

Google Project Management Certificate

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

October 2021

Project Management Principles and Practices Specialization

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

October 2021

Agile with Atlassian Jira

- Offered by Atlassian University
- Issued by Coursera. (View certificate)