

# Hoai-Viet Cao

Senior 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
- Expert in Software Quality Assurance, Software Testing Foundations
- Expert in Automation Testing with various tools: Selenium, Appium, Calabash, etc
- Experienced in Performance Testing with JMeter
- Experienced in Programming languages: SQL, Ruby, Java
- Experienced in UX/UI

## 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
- 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

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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

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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](#))