

# Hoai-Viet Cao

Sr. Product Manager and/or Automation QA Engineer

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## Profile

Senior Product Manager with over 5 years of management experience, over 9 years of experience in creating and implementing innovative software solutions to improve business productivity. Extensive experience in all aspects of the software development lifecycle and end-to-end product management. I can also work as a test automation expert with experience on a lot of different tools and also quickly get to grips with whatever technology your company is using.

## Key Skills

- Strong knowledge of Product Development, Software Development life cycles and Agile project management: Scrum, Kanban
- Strong knowledge in Business Analyst, Business Process Creation/Improvement
- Product Management skills: Team Leadership, Communication, Risk Management, Task Management, Quality Management, Time Management
- Expert in Software Quality Assurance, Software Testing Foundation
- Expert in Automation Testing with various tools: Selenium, Appium, Calabash, ...
- Experienced in Performance Testing with JMeter
- Expert in Jira, Jira Service Desk Administration
- Expert in Excel, Google Sheets, Google AppScript, AppSheet
- Experienced with UX/UI
- Programming languages: 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
- Create automation scripts for regression testing, to ensure the system is running smoothly
- Create automation scripts to perform some operations such as data entry, process automation

#### Awards

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

October 2015 - February 2017

#### **Silicon Straits Saigon, HCMC - Automation QA Engineer**

- 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](#)