# Viet Cao

Project, Product Manager
Ho Chi Minh City, Viet Nam

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## SUMMARY

Experienced Project and Product Manager with over 6 years of experience, including 1 year managing blockchain projects. Expert in Agile methodologies and the software development lifecycle, with a proven track record of leading cross-functional teams to drive successful technology projects. Eager to apply strategic insights and robust project management skills to innovative FinTech solutions.

## PROFESSIONAL EXPERIENCE

- **Wisory - Access to experise.**                    Stockholm, Sweden. (Parttime, Remote)
  *Project Manager*                                                            *Aug 2023 - Now*
    - Assist in project management duties, including planning, resource allocation, and milestone tracking, contributing to the successful delivery of projects.
    - Implement effective communication channels and project documentation practices that have improved project visibility and stakeholder engagement.
    - Coordinate cross-functional teams, fostering a collaborative environment that accelerates project timelines and improves deliverable quality.

- **OP3N LLC.**                                       Ho Chi Minh City, Viet Nam and LA, US
  *Senior Product Manager*                                     *May 2022 - Dec 2022 (8 months)*
    - Collaborate with the US team to build a Web3 platform, to help creators to create, own and connect their ideas to the community. Website: https://op3n.world.
    - Take ownership of the software/product development life cycle SDLC, product strategy, roadmap, development and the launching of the product.
    - Coach, work closely with the Scrum team to crate product roadmap, backlog, sprints. Set up the working and development processes from zero to hero.

- **7-Eleven Viet Nam**                                             Ho Chi Minh City, Viet Nam
  *Project Manager and Tech Product Manager*          *March 2017 - May 2022 (5 years 3 months)*
    - Lead the Enterprise development team to build the core system including Point of Sales, Order and Delivering, Operation, Warehouse Management System and many more. 7-Eleven VN is one of the few countries out of 19 in the world that can build its own System. An extremely massive and complex system but opens up more opportunities than buying an existing one.
    - Led the Consumer development team to build a headless e-commerce service, integrate with other e-payment and partners to make 7-Eleven a store where customers can pay with almost any form of payment or be seen in any online food ordering service in HCMC.
    - Identify and analyze product problems to propose solutions based on data and customer feedback to improve transaction completion rate by 8%, reduced the average payment time by 5%
    - Apply and maintain the Scrum principles, set up and improve process/workflow for the development team on Jira and Confluence to increase the team's velocity by 20%.
    - Develop, create and improve internal business processes across departments with new technologies, transform operational processes among 5 departments into digital platforms that reduced errors to 1%, decreased cost by 70% and increase efficiency by 15%.

- **Silicon Straits Saigon**                                        Ho Chi Minh City, Viet Nam
  *QA Engineer*                                          *October 2015 - February 2017 (1 year 5 months)*
    - Requirements analysis, define checklists, test cases, test plans, and test execution to ensuure the quality of three internal projects.
    - Implement automation test scripts using Calabash, Appium, JMeter, Selenium, TestNG to run on AWS DeviceFarm. Implement the alerting system to make sure the system is alive 24/7.
    - Coach team members, assist the PM by incorporating techniques to improve processes.

- **GNT Viet Nam**                                                  Ho Chi Minh City, Viet Nam
  *QC Engineer*                                             *October 2013 - September 2015 (2 years)*
    - Implement automation test script with Selenium, Java, TestNG. Performance testing with JMeter & Jenkins.

## Award

- **Shining stars of the year 2019, Contributor of the year 2020**: Awarded by 7-Eleven Viet Nam to the individual who makes the most contributions and demonstrates the company's values.
- **Pirate of the month 2016**: Rewarded by Silicon Straits Saigon to the most outstanding employee of the month.
- **Excellent employee of the year 2014**: Awarded by GNT Viet Nam for the most dedicated employee of the year.

## Licence and Certificate

- **Google Project Management Certificate**: Google Professional Certificates   *(View certificate)*
- **Project Management Principles and Practices Specialization**: University of California, Irvine   *(View certificate)*
- **Agile with Atlassian Jira**: Atlassian University   *(View certificate)*

## Education

- **Ho Chi Minh City University of Science**                                      Ho Chi Minh City, Viet Nam
  *Bachelor in Information Technology*

- **University of Transport Technology**                                          Thai Nguyen, Viet Nam
  *Associate of Degree in Information Technology*

## Published article

- **Vietnamese**: How 7LAB at 7-Eleven using Jira to enhance the development workflows.   *(Read)*
- **Vietnamese**: Why Jira Service Desk instead of Zendesk?   *(Read)*