

# Son Tang Tran Hoang

Associate Delivery Director

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## SUMMARY

- 10 years' experience in Project Manager and Delivery Manager who is responsible for teams of up to 40 members. Negotiates agreements and commitments by facilitating communication between client and coworkers from initial requirements to final implementation. Excellent organizational and planning skills. Strong experience leading full functional software production teams.
- 8 years' experience in Software Quality Control Engineer/ Lead with skills of test execution (manual test, automation test, performance test) for Windows, Mac, Web-based and Mobile applications.

## SKILLS

- **Project Management:** Time Management, Project Scheduling and Planning, Client Liaison, Negotiation, Scope and Change Management
- **Project Management Tools:** JIRA, Confluence, Asana, MS Project
- **Database Management Systems:** MongoDB, MSSQL, Oracle
- **Infrastructure:** Google Cloud (GCP), Content Delivery Network (CDN), Telco Service
- **Analytics Tools:** Google Analytics, Google Search Console, Semrush

## EDUCATION

- Bachelor's degree of Information Technology, 2006
- Postgraduate Diploma, 2011
- PMF, Project Management Fundamental
- SAFE Advanced Scrum Certificate
- ISTQB, Foundation Software Testing
- Soft Skills Certificates: Time Management, Change Management

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## ON-SITE WORKING EXPERIENCE

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### ❖ **Cupertino Electric – San Jose, U.S**

Requisition Self Service enables organizations to reduce management and administrative functions for procurement by providing employees with a self-service program which they can enter their own requests for items such as electrics equipment.

### ❖ **DirectTV Everywhere / NFL Sunday Ticket – AT&T – El Segundo, U.S**

Multiple Applications provide Live Video Streaming that are developed on IOS, Android and Web

### ❖ **DIAAnalyst/ DIIntegration/ DIRReport – DICentral - Texas, U.S**

Electronic Data Interchange (EDI) offers solutions for buyers and suppliers that enable an exchange of data throughout the entire supply chain. Solutions for buyers include application integration, EDI compliance testing. Services for suppliers include logistics, order, inventory and warehouse management.

### ❖ **Capitaland – Singapore**

One of Asia's largest real estate companies located in Singapore comprising integrated developments, shopping malls, serviced residences, offices, homes, real estate investment trusts and funds.

### ❖ **Bank of New Zealand – Wellington, New Zealand**

Services Migration from IBM WPS legacy system to MuleSoft applications

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## **PROFESSIONAL EXPERIENCE**

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### **2020/05 – Current**

#### **Associate Delivery Director**

*POPS Worldwide*

- Coordinate all production lines (Mobile, Web, TV) and outcome of the team to support business goals
- Establish release milestone, strategy and deliverable details
- Offer guidance to the team in resolving challenges related to technical complexity, timelines, and resource allocation.
- Drive the Digital development team, software vendors on development, delivery and project planning.
- Manage team of project and product leads on software projects.
- Implement product development best practices, processes and tools
- Furnish transparent and reliable reporting on the various ongoing projects
- Develop a comprehensive plan and actively engage with the team to optimize Infrastructure costs.

### **2018/10 – 2020/05**

#### **Project Manager**

*SiliconPrime Labs, Inc.*

- Create comprehensive database of documented test defects and procedures to enable accurate replication and ensure compliance with standards.
- Identify and track, prioritize defects using JIRA and reported defects involving program functionality, output, online screen and content to software developers.
- Assist in the business process redesign and documentation as needed for new technology.
- Manage project coordination, including material resources and staff scheduling to ensure timely project completion.
- Analyze product and process and provide actionable solutions including changes to processes, products or quality standards where warranted.
- Collaborate with team members to develop, identify and accomplish assigned goals and objectives.

### **2012/05 – 2018/10**

#### **Project Manager**

*FPT Software Corporation*

- Perform system, performance, load, regression, stress and data interface testing.
- Provide client developer teams with detailed reports on quality metrics, identified bugs/flaws and recommended fixes.
- Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Prioritize multiple tasks effectively and communicate progress well among teams.
- Work collaboratively with testers, developers and other team members in projects to enhance the overall quality of the product.
- Perform functional, integration, and regression testing on mobile devices and web-based applications.

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- Gather data on integration issues and vulnerabilities and report all findings, including improvement recommendation.
  - Develop test plan, test schedule, test cases and prepare testing environment.
  - Execute and monitor Live Streaming performance testing with different network bandwidths and provide the statistical reports for both real-time and historical measurements.
  - Interview potential candidates and train, coach members testing techniques and methodologies.
  - Conduct formal and informal product reviews throughout the software development lifecycle to provide input on functional requirements, product designs, schedules and potential issues.
  - Head 40+ project teams specializing in coding and testing activities

**2006/05 – 2012/04**

**Software QC Engineer/Software QC Lead**

*DICentral Company*

- Communicate with the customer to clarify requirements (conference call/weekly call/Skype call).
- Develop test plan, test schedule, test cases and prepare testing environment.
- Execute manual testing, volume testing, performance testing.
- Prioritize and manage own workload in order to deliver quality results and meet timelines.
- Track, prioritize and organize defects with TFS tool, working with development team to facilitate timely corrections.
- Work at DICentral office in Texas to provide automated testing using Test Complete tool.