

# JOHANNES HEPP

Da Nang, Vietnam

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Place of birth: Kassel, Germany

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## PERSONAL PROFILE

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I am a results-driven Project Manager and Team Leader with 6+ years of experience in IT project delivery and quality assurance. Throughout my career, I have proven my ability to successfully manage multi-project portfolios, lead cross-cultural teams, and drive business outcomes through strategic client partnerships. I am eager to continuously expand my skill set in Agile methodologies while combining technical expertise with business acumen to deliver exceptional results in fast-paced, international environments.

## PROFESSIONAL EXPERIENCE

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**04/2022 – present**

### **Project Manager / Team Manager**

NFQ Asia - Gradion, Ho Chi Minh City, Vietnam

- Manage end-to-end delivery of multiple concurrent IT projects, overseeing project scope, timelines, budgets, and client communications to ensure successful outcomes
  - Implemented standardized onboarding processes for offshore teams, resulting in a significant reduction of ramp-up time from three weeks to ten days and a notable enhancement of first-month productivity by 35%
- Act as strategic client partner, providing consultative support to help clients achieve their business objectives and maintain long-term relationships
- Lead business analysis initiatives, converting complex business requirements into clear user stories with well-defined acceptance criteria for development teams
- Drive Agile project management processes, creating comprehensive roadmaps, maintaining product backlogs, and facilitating all Scrum ceremonies to optimize team productivity
- Proactively identify and mitigate project risks, implementing contingency plans that have prevented potential delays and budget overruns
- Foster team development and engagement, regularly assessing team dynamics to boost motivation and support professional growth across cross-cultural teams

**03/2018 – 03/2022**

### **Quality Assurance Manager**

firma.de Firmenbaukasten AG, Berlin, Germany

- Identify, evaluate and track issues both in the development phase as well as in the production environment
  - Bug rate reduced by 30%, and error detection process accelerated by 40%
- Coordinate and control various phases of software development, especially during feature rollouts
- Design and build manual as well as automated test scenarios for Scrum/Agile projects
- Create and execute tests plans
- Control and evaluation of third-party testing tools
- Continuous improvement of internal quality processes

**10/2016 – 02/2018**

### **Quality Assurance and Product Manager**

HAPPYCAR GmbH, Hamburg, Germany

- Plan, coordinate and execute the continuous quality assurance of web-based applications
- Analysis of requirements and derivation of suitable test scenarios
- Independent execution of manual tests such as acceptance and regression tests
- Control of external crowd testing tools

**04/2016 – 10/2016**

### **Internship in customer support and product management**

HAPPYCAR GmbH, Hamburg, Germany

- Support of the customer care department in German and English
- Coordinate the team for the development and optimization of the user funnel

**10/2014 – 12/2014**

**Internship at the state association Hamburg**

Wirtschaftsrat (Economic Council) der CDU, Hamburg, Germany

- Support of the Hamburg office in the organization and implementation of various conferences representing the interests of the entrepreneurial economy vis-à-vis politics, administration and the public

**EDUCATION**

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- 10/2010 – 04/2016** Studies in English, Politics and Linguistics at the University of Kassel, Germany  
Bachelor of Arts Degree
- 01/2009 – 10/2011** Studies in English and Business Administration at the University of Kassel, Germany
- 01/2008 – 12/2008** Studies in Tourism Management at the International University in Babson Park, Florida, USA
- 09/2006 – 06/2007** Civil Service (Zivildienst) at the Georg-Wündisch Haus, Kassel, Germany  
Teachers' assistant in a Kindergarten for handicapped children
- 08/2003 – 06/2004** West High School in Sioux City, Iowa, USA  
US High School Diploma
- 08/1997 – 06/2006** University-entrance diploma (Abitur) at Goetheschule Kassel, Germany

**LANGUAGE SKILLS**

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- German** native
- English** business fluent
- Spanish** basic
- French** basic

**INTERESTS**

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International politics, history, traveling, sports

Johannes Hepp