

Man Nguyen

Ho Chi Minh City, Vietnam/New Haven, CT

☎ 0393786120

✉ man.ngn.io@gmail.com

Work Experience

December 2021 – Present **Software Engineer, Grab**, Ho Chi Minh City, Vietnam.

- Successfully led the migration of a critical service from EC2 to AWS EKS, ensuring seamless transition and improved scalability and reliability
- Implemented post-migration performance tuning and optimization measures to maximize service efficiency and cost-effectiveness on the AWS EKS platform
- Spearheaded the initiative to automate customer support on the Grab for Business web admin portal using LLMs, designing the specifications, directly contributing to prompt engineering, and ultimately delivering an MVP
- Successfully led the development of the Flexible Spend Limit feature, taking ownership of the project scope, providing innovative solutions, and ensuring timely delivery
- Acted as the main point of contact for the engineering team, addressing requirements changes, advocating for the team's concerns, and effectively managing engineering tasks
- Collaborated with cross-functional teams to achieve key metrics for the Transport/Express spend limit policy release and enhance data analytics capabilities
- Proactively resolved critical issues, unblocking engineer team deployments across multiple Tech Families, and minimizing downtime
- Implemented a system-wide configuration switch, improving service reliability, decoupling from obsolete systems, and enhancing overall efficiency
- Introduced an efficient sprint planning and grooming methodology, fostering better communication and elegant solutions
- Contributed to bug fixes and feature releases, improving user experience, resolving long-standing issues, and enhancing system stability

June 2021 – December 2021 **Senior Software Engineer, FPT Software**, Ho Chi Minh City, Vietnam.

- Developed and maintained an API Service using Node.js, Express.js, TypeORM

February 2020 – May 2021 **Full Stack Developer, Silicon Stack**, Ho Chi Minh City, Vietnam.

- Developed a Business Intelligence Portal using ASP.NET MVC, Knockout.js, Highchart.js
- Perform maintenance and troubleshooting of a continuous build/deployment system
- Worked closely with clients' developing teams to implement new features in their business application. This included: adding new components in Frontend using Angular, adding new services in .NET API backend, and modifying data models in MSSQL Server databases
- Leveraged technical acumen to communicate effectively with client executives and their respective teams to provide solution for business requirement
- Performed requirements gathering and analysis, estimated time required for projects completion
- Write API Documentation for an API service
- Created high-level architecture design and detail designs for required features

- April 2018 – **Software Engineer**, *Town Fair Tire*, East Haven, CT, USA.
- October 2019
- Developed a Computer Vision Web Application to let user identify and capture Town Fair Tire Invoice document in real time on iOS devices
 - Developed and maintained company Point of Sale web application that handle wholesale transactions for 95 stores in 17 regions using ASP.Net, C#, T-SQL and JavaScript.
 - Created background services to update stores inventory look up in real time using C# and C.
 - Created and updated company's web based CRM and Invoice lookup applications.
 - Maintained and updated company's WCF services and restful API.
 - Performed ETL processes to update company's business databases.
 - Collaborated with data scientists to implement solutions for company business.
- January 2015 **Web Application Developer**, *Media Framework LLC*, New Canaan, CT, USA.
- March 2018
- Developed a web application that organize and present comprehensive market profile reports using AngularJS and ASP.NET Web API.
 - Improved and maintained business windows form application. Added new functionalities and constructed new store procedures.
 - Developed a map drawing application in C# using a third party Geographic Information System API.
 - Developed an ETL application that validate and import excel files.

Computer Skills

Programming Languages	C#, Javascript, Golang, Python, T-SQL, HTML5/ CSS3
Databases	Microsoft SQL Server, MySql, PostgreSQL
Platforms	
Computer Platforms	Windows, Linux, MacOS
Tools	AWS, Git, RabbitMQ, Datadog, Elastic Log
Process	Agile, Scrum, Kanban

Education

Fall 2012	BS in Computer Science and Engineering , <i>University of Connecticut, Storrs,</i>
Spring 2015	<i>CT.</i>