

Minh N. Tran

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EXPERIENCE

RABOBANK | UX-AI RESEARCH INTERNSHIP

Sep 2024 – May 2025 | Utrecht, the Netherlands

- Wrote the Master thesis about the impact of prompt engineering and chat strategies on Users' satisfaction for Large Language Models.
- Improved the response clarity of Retrieval-Augmented Generative (RAG) LLM chat assistant using Python and Microsoft Azure to support Rabobank employees.
- Supported QA testing, and conducted user interviews and surveys, providing user centered insights on chatbot's answer quality and usability during production.

NUCLENT | SOFTWARE DEVELOPER

Nov 2022 – Jul 2023 | Hanoi, Vietnam

- Developed the front-end of Nuclent's low-code platform for building applications and enabling work automation using React.
- Implemented the customer flow of an Automated Loan Processing system for a large Vietnamese commercial bank with TypeScript and Nuclent's platform, ensuring a seamless customer experience.
- Connected with customers for feedback and requirements, and provided them support and training for working with the platform and its dependent applications.

PROJECTS

AVOCADO CONNECT | A DATA DASHBOARD FOR US AVOCADO INFORMATION

- A front-end project featuring interactive and meaningful visualization for US avocado quantity and price points from 2021 to 2023.
- Imported and processed raw data from HASS Avocado Board using Python, created UI wireframes, and implemented the designs using html/CSS and JavaScript.

BOOK BUDDY | ENCHANTING A BOOKMARK

- A smart physical bookmark in the shape of an enchanting tree to motivate readers and non-readers while enabling simple real-time connection between devices using Bluetooth.
- Participated in design and implementation of the functional prototype, and conducted the user study to validate its functionalities.

ALFREDO'S KITCHEN | A SERIOUS GAME FOR RESTAURANT & KITCHEN SAFETY TRAINING

- A serious game made with Unity Engine that aims to teach restaurant/kitchen safety principles through fun and interactive modules based on industry standards.
- Designed the game mechanics emphasizing quick and accurate actions, and conducted playtests of the first implemented module.

VISUALIZING DATA GRAPHS | AN EXPLORATION OF ALGORITHMIC TECHNIQUES FOR VISUALIZING INFORMATION

- Experimented with advance graph layout approaches for visualizing data such as force-directed, layered and multi-layered, and projection (Isomap and t-SNE).
- Programmed a simple Graphical User Interface (GUI) with Python to draw the data graphs allowing user customization.

EDUCATION

UTRECHT UNIVERSITY

MSC. INFORMATION SCIENCE,
HUMAN-COMPUTER INTERACTION
July 2025

UNIVERSITY OF MINNESOTA - TWIN CITIES

BSC. COMPUTER SCIENCE,
MINOR IN PSYCHOLOGY
May 2022

SKILLS

PROGRAMMING

Python • JavaScript/TypeScript •
html/CSS • MySQL/PostgreSQL

TECHNOLOGY

Git/Github • Docker • Figma • Front-End
(React, Vue) • Cloud (Azure) • Machine
Learning & LLM (Pytorch, langChain) •
Prompt engineering

USER EXPERIENCE

Qualitative & Quantitative research •
Journey Mapping • Personas Creation •
Wireframing & Prototyping • Interviews •
Surveys • Usability Testing

DATA ANALYTICS

Data Cleaning & Preprocessing •
Exploratory Data Analysis • Statistical
Tests • Data Visualization • A/B Testing

LANGUAGES

English (Fluent)
Vietnamese (Native)
Dutch (Beginner-A1)

COURSEWORK

GRADUATE

Adv. HCI Qualitative research methods
Adv. HCI Quantitative research methods
Interaction Technology Innovation
Data Visualization
Cognitive Modeling
ML for Human Vision and Language

UNDERGRADUATE

Adv. Programming Principles
Algorithms & Data Structure
Intro to Artificial Intelligence
Intro to Computer Networks
Practice of Database System
User Interface Design
Developing the Interactive Web