Minh N. Tran

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EXPERIENCE

RABOBANK | User Experience - 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.
- Worked on a retrieval-augmented generative (RAG) LLM chat assistant using Microsoft Azure and Python 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
- Contributed to the front-end development of a low-code platform for building applications and enabling work automation using React.
- Worked on an Automated Loan Processing system with eKYC integrated for a large Vietnamese commercial bank using Nuclent's platform and Typescript.
- Connected with customers for feedback and requirements, and provided them support and training for working with the platform and its dependent applications.

CEHD - UNIVERSITY OF MINNESOTA - TWIN CITIES | Student Research Assistant
Oct 2019 – Aug 2020 | Minneapolis, MN, USA
- Translated interview transcripts from Vietnamese to English for research on the effectiveness of the co-opt farming business model on women empowerment in ethnic-minority region in Vietnam.

PROJECTS

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.
- Participated in design and the building of the functional prototype and its associated Bluetooth app, and conducted the user study to validate their functionalities.

ALFREDO'S KITCHEN | A Serious Game for Restaurant & Kitchen Safety Training
- A serious game made using Unity Engine that aims to teach players restaurant/kitchen safety principles through fun and interactive modules based on existing industry standards.
- Designed the game mechanics emphasizing quick and accurate actions, and conducted playtests of the first implemented module, confirming that the game enables fast knowledge acquisition.

AVOCADO CONNECT | A Data Visualization 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 Pandas, drafted UI wireframes, and implemented the designs using html/CSS/JavaScript, with 3D.js handling the data visuals.

EDUCATION

UTRECHT UNIVERSITY
MSc. Information Science, Human-Computer Interaction
Expected 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

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