Minh N. Tran

Utrecht, Netherlands

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EDUCATION

UTRECHT UNIVERSITY
MSc. Information Science, Human-Computer Interaction
Sep 2023 - Jul 2025

UNIVERSITY OF MINNESOTA - TWIN CITIES
BSc. Computer Science, Minor in Psychology
Sep 2018 - 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 (Excellent)
Vietnamese (Native)
Dutch (Beginner-A1)

SUMMARY

Driven and analytical-minded Master graduate passionate about software development, data science, and user experience. Seeking the next opportunity to tackle complex digital challenges and connect technology with user needs through effective engineering and creative yet practical design.

EXPERIENCE

RABOBANK | UX-AI Research Internship
Sep 2024 – May 2025 | Utrecht, Netherlands

- Designed conversational strategies to improve the response clarity and user experience of Retrieval-Augmented Generative (RAG) LLM chat assistant using Python and prompt engineering.
- Identified mixed influences of different conversational strategies on users' satisfaction and trust for Large Language Models.
- Migrated Streamlit prototype into a production-ready Vue.js front-end, ensuring scalability and enhancing UI performance.
- Implemented user feedback system, and conducted user tests, interviews, and surveys, showing >80% positive user feedback with an average satisfaction rating of 5.5/7.0 for the best performing chat assistant model.

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 with React.js and Tailwind.
- Built an eKYC loan application web portal for a Vietnamese Big Four bank, streamlining user onboarding to 5–10 minutes for thousands of customers.
- Connected with clients for requirements and feedback, and provided them support and training for working with the platform and its dependent services.

PROJECTS

AVOCADO CONNECT | A Data Dashboard for US Avocado Information

- A front-end project showcasing interactive visualizations of US avocado prices and sales quantities (2021–2023).
- Processed raw datasets from HASS Avocado Board with Python (numPy and Pandas), finding and extracting key insights.
- Created UI wireframes, low/high-fidelity prototypes, and implemented the dashboard using HTML/CSS and JavaScript with 3D.js used for data visualization.

BOOK BUDDY | Enchanting a Bookmark

- A smart physical bookmark that motivates readers and non-readers with progress-tracking LED signals and real-time social connection between devices using Bluetooth.
- Contributed to user research, prototyping, hardware integration (Arduino), and front-end development.
- Designed and executed pre/post user studies to validate functionalities, and identified positive connections between social aspects and reading experience.