

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 human-computer interaction. Seeking the next opportunity to tackle complex digital challenges and connect technology with user needs through effective engineering and design.

EXPERIENCE

RABOBANK | UX-AI RESEARCH INTERNSHIP

Sep 2024 – May 2025 | Utrecht, the 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 notable though scoped influences of different conversational strategies on users' satisfaction and trust for Large Language Models.
- 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.

NUCIENT | 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.
- Built a speedy eKYC Loan Application web portal serving thousands of users with a 5-10 minutes user completion time for a Vietnamese Big-Four bank with TypeScript and Nuclent's platform.
- 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 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 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 fun and interactive "serious game" made with Unity Engine that aims to teach restaurant/kitchen safety principles.
- Designed the top-down third-person game mechanics emphasizing quick and accurate actions, and conducted playtests of the first implemented module.