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.
- 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/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
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

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