📄 CV – NGUYỄN NHO THOÁNG

Full Name: NGUYỄN NHO THOÁNG

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👨‍💻 Professional Summary

IT Engineer with 7 years of experience in Cloud Platform and Software Quality Engineering at Samsung.

Proficient in DevOps technologies (AWS, Docker, Kubernetes, Terraform, CI/CD), experienced in automation testing (Selenium, Appium, Uiautomator2, AI-based automation), and building AI Agents for automation and integration.

Strong skills in backend (FastAPI, Flask) and frontend (React, HTML, CSS, JavaScript) development.

Capable of adapting quickly to new technologies and delivering high-quality solutions in large-scale, high-pressure environments.

💼 Work Experience

Cloud Platform Engineer | Samsung SVMC (now Samsung SRV) | *2017 – 2022*
Monitoring Service (AWS & On-Premise)

- Deployed and managed global monitoring systems using Grafana and Prometheus
- Developed automated alert systems (Warning, Critical) integrated with Alarm & Auto-healing mechanisms.
- Handled incident response for large-scale services to ensure high availability and stability.
- Experienced with Docker, Kubernetes, Ansible, Terraform, Jenkins, GitLab for CI/CD and multi-environment deployments.

Software Test Engineer | Samsung SRV | 2022 – Present

Automation Testing (Selenium, Appium, Uiautomator2, AI-based Automation)

- Developed and maintained automated test scripts for Samsung Developer and Tizen Developer platforms.

- Built automation frameworks for mobile app testing triggered after Pull Requests using Appium Uiautomator2, ADB.

- Maintained test cases, generated automated reports, and improved test coverage.

Software Quality Engineering (SQE)

- Conducted pre-release software validation for Samsung products.

- Designed automation frameworks running across multiple devices using Appium, Uiautomator2, STP, ACT.

AI Research & Internal Applications

- Researched and fine-tuned AI models to improve automation workflows.

- Experimented with RAG, MCP, and LLM to assist testing and data retrieval tasks.

- Built an AI-powered chatbot prototype to support internal testing documentation lookup (fullstack deployment: backend + frontend).

📁 Personal Projects

- **AI Chatbot (RAG-based)**

  Developed a chatbot to assist employees in document lookup and troubleshooting through a RAG (Retrieval-Augmented Generation) pipeline.

- **DevOps AI Agent (AWS Automation)**

  Built an AI agent capable of interacting with AWS services (EC2, S3, ECR, IAM, etc.), performing automated environment checks and CI/CD workflows.

- **Testing AI Agent (Mobile Automation)**

  Developed an agent that runs automated test cases on Android devices using Appium and Uiautomator2, collects results, and generates test reports.

- **Sales Chatbot**

  Designed a chatbot that assists in product recommendation, customer Q&A, and order-related interactions — built using LLM + RAG architecture.

- **Healthcare Chatbot**

Created a prototype chatbot that provides basic medical information, symptom lookup, and appointment booking suggestions using medical data with RAG.

- **Additional DevOps & Automation projects are available on GitHub:**

    👉 https://github.com/NhoThoang

🎓 Education

Electric Power University | *2010 – 2015*

- Major: **Mechatronics Engineering**
- GPA: Good

🛠️ Skills

- **DevOps & Cloud:** AWS, Kubernetes, Terraform, Ansible, Docker, Jenkins, GitLab
- **Automation Testing:** Selenium, Appium, Uiautomator2
- **Programming:** Python
- **Backend:** FastAPI, Flask
- **Frontend:** React, HTML, CSS, JavaScript
- **Database:** MySQL, PostgreSQL, MongoDB
- **AI & ML:** LLMs, RAG, Fine-tuning, Model Deployment

🎯 Career Objective

- To work in a professional and innovative environment.
- To contribute to real-world, high-impact projects shaping modern technology products.
- To continuously grow as an engineer by building and integrating intelligent systems.