PHONG DO

AI ENGINEER

Phone: +84 788 927 163
Mail: phongdntvn@gmail.com
Location: Ho Chi Minh city, Vietnam
Personal website: https://phongntdo.github.io

I have experience in developing and deploying machine learning and deep learning models for Speech Processing and Natural Language Processing applications. Expertise in analyzing and extracting insights from real-world data. Proven ability to collaborate effectively with cross-functional teams, including service, product, and data teams, to gather, process, and communicate information and technology.

EXPERIENCE

AI ENGINEER
November 2021 - July 2025

Zalo - VNG Corporation

- Conducted in-depth research and development of speech-related models, including **automatic speech recognition** (ASR), **voice activity detection** (VAD), and **speaker diarization**, to advance voice AI capabilities
- Collected, analyzed, and cleaned large-scale datasets to train **KiLM** – a pre-trained large language model tailored for Vietnamese
- Performed exploratory data analysis (EDA) on real-world production data to refine and improve AI models powering **Kiki Assistant**, deployed in **over 1 million vehicles** across Vietnam
- Contributed to the research-driven design, evaluation, and deployment of robust AI models in production settings
- Collaborated with interdisciplinary teams to drive innovation in speech and language technologies for voice assistants

RESEARCH STUDENT
January 2020 - July 2025

The NLP UIT Group - University of Information Technology - https://nlp.uit.edu.vn/home

Mentored by Kiet Nguyen Van and Ngan Nguyen Luu Thuy

- Publishing a benchmark (**VLUE**) to evaluate language models in Vietnamese for natural language understanding tasks, and a pre-trained state-of-the-art Vietnamese model (**CafeBERT**).
- Publishing the **ViReader** model (machine reading comprehension on Vietnamese, English, and Chinese).
- Introducing two question-answering systems (retrieval + answer): **ViQAS** (state-of-the-art in Vietnamese) and **XLMRQA**.
- Question-based sentence extraction task: definition, data, approach, and results.

EDUCATIONS

BACHELOR OF COMPUTER SCIENCE

University of Information Technology, Vietnam National University, Ho Chi Minh city   2018 - 2022
GPA: 8.71/10

TECHNICAL SKILLS

- Programming Languages: Python, C/C++, Java
- Libraries: Pytorch, Tensorflow, Numpy, Matplotlib
- Developer Tools: Git

SOFT SKILLS

- Language: Vietnamese (native language), **English** (IELTS 6.5)
- Leadership and teamwork, Presentation, Documentary

ACADEMIC SERVICES

Reviewer
Conferences: EMNLP 2023, EACL 2024, NAACL 2024, ACL 2024, ACL 2025

PUBLICATIONS

I have experience in AI research on natural language processing, especially on the topic of question and answer and information retrieval. I have successfully published **ten papers** on AI at leading conferences around the world such as ACL, EACL, NAACL…

Selected papers
VLUE: A New Benchmark and Multi-task Knowledge Transfer Learning for Vietnamese Natural Language Understanding
Phong Nguyen-Thuan Do, Son Quoc Tran, Phu Gia Hoang, Kiet Van Nguyen, Ngan Luu-Thuy Nguyen, accepted by NAACL 2024 (Findings)

XLMRQA: open-domain question answering on Vietnamese wikipedia-based textual knowledge source
Phong Nguyen-Thuan Do, Nhat Duy Nguyen, Kiet Van Nguyen, Tin Van Huynh, Anh Gia-Tuan Nguyen, Ngan Luu-Thuy Nguyen, accepted by ACIIDS 2022

Sentence extraction-based machine reading comprehension for Vietnamese
Phong Nguyen-Thuan Do, Nhat Duy Nguyen, Tin Van Huynh, Kiet Van Nguyen, Anh Gia-Tuan Nguyen, Ngan Luu-Thuy Nguyen, accepted by KSEM 2021

See other articles at: https://scholar.google.com/citations?hl=vi&user=EFYVF4kAAAAJ

□AWARDS

Encouragement Scholarship	2018, 2019, 2020, 2021
The consolation prize of the 2016 National Youth Informatics Competition	2016
Bronze Medal in Informatics for 30/4 Olympic Exam	2017
Bronze Medal at Phuong Nam Summer Camp	2016
First prize in Informatics at the provincial competition for excellent students	2017