NGUYEN HOANG QUAN, DevOps Engineer

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SUMMARY

Hardworking and enthusiastic graduating student with hands-on DevOps experience in production monitoring, dashboard optimization, and infrastructure automation. Experienced in Grafana, Prometheus, CI/CD pipelines, Jenkins, cloud platforms (AWS/Azure). Eager to launch a full-time job as DevOps Engineer or Cloud Developer, bringing foundation to enhance system performance and provide system automation solutions. Good problem-solving skills and passion for continuous learning, ready to contribute to efficient development and deployment processes.

EXPERIENCES

DevOps Intern   **Jul 02, 2025 – Jan 01, 2026**
Bosch Global Software Technologies Co., Ltd   Ho Chi Minh, Vietnam
- Implemented automated monitoring using Python, Prometheus, Grafana for multi-platform infrastructure, enabling real-time visibility into system health and CI/CD pipeline performance and reducing manual monitoring by 80%.
- Work closely with Azure DevOps, Jenkins CI/CD platform to provide pipeline infrastructure for software builds.
- Maintained and improved Grafana dashboard performance that track JIRA KPIs across multiple automotive projects.

DevOps Intern   **Jul 10, 2024 – Oct 10, 2024**
South Telecom JSC   Ho Chi Minh, Vietnam
- Linux system administration and troubleshooting.
- Implementing CI/CD pipelines using GitLab CI.
- Configuring and managing critical services and tools using Docker.
- Monitoring system and services and integrating with alerting tools.

PROJECTS

Multi-platform infrastructure monitoring framework - Bosch Global Software Technologies
- Designed and implemented custom Python scripts to automatically collect data from Azure DevOps, Jenkins, reducing collection time by 90%.
- Automated deployment pipeline with Bash script and Jinja2 templating for multi-organization configuration management.
- Created production-ready Grafana dashboards for infrastructure monitoring and CI/CD platform visibility to improve the operational visibility.
- Implemented a solution for one-clicked system setup that allows user to monitor the platform as they wish.
- **Technologies:** Python**,** Prometheus**,** Grafana, Shell scripting, CI/CD platform (Azure DevOps, Jenkins), Docker & Docker Compose.
- **Result:** Delivered enterprise monitoring solution supporting multiple platforms, reducing data collection time and deployment complexity

AWS CloudOps Agent - Bosch Global Software Technologies
- Developed agent using Amazon Bedrock AgentCore and Strands Agent SDK to automatically diagnose AWS service issues, generate root cause analysis, and provide recommendations, reduced manual troubleshooting time by 60%.

- Implemented approval-based workflow orchestration with Microsoft Teams to allow agents to execute the suggestions.
- Near real-time monitoring resources with Amazon CloudWatch and Amazon EventBridge to trigger automated health checks, detect service anomalies, and initiate AI-powered analysis workflows.
- **Technologies:** Python**,** Amazon Lambda**,** Amazon Bedrock, Amazon CloudWatch, Microsoft PowerAutomate.
- **Result:** Delivered production-ready AI-powered CloudOps solution for AWS resources managing and monitoring.

End-to-end CI/CD pipeline using Jenkins and ArgoCD for Kubernetes deployment - Personal Project
- Developed Dockerfiles for multi-service architecture.
- Utilized Jenkins for automated build, test, and artifact deployment processes.
- Utilized ArgoCD for GitOps-based continuous deployment to Kubernetes.
- Automated Docker image builds with semantic versioning and Docker Hub registry.
- **Technologies:** Jenkins, ArgoCD, Docker, Docker Compose, SonarQube, Trivy, Kubernetes, GitHub.
- **Github URL:** https://github.com/Quanchip/ai-log-analysis-thesis-2025

CERTIFICATES

- International English Language Testing System (IELTS) - 6.5
- AWS Certified Solutions Architect – Associate (AWS SAA-C03)
- Other Certification: https://www.credly.com/users/quan-nguyen-certificates

SKILLS

Technical skills
- Understanding of DevOps Principles & Practices.
- Cloud Platform, e.g., AWS, Azure.
- Continuous Integration & Continuous Deployment (CI/CD) using Jenkins, Gitlab, Github Actions, Azure DevOps.
- Infrastructure as Code (CloudFormation, Terraform).
- Containerization Technologies (Docker).
- Programming and Scripting (Python, Java, Bash).
- Database Management (MySQL, PostgreSQL).
- Networking (Subnetting, OSI Model).
- Monitoring & Logging (Prometheus, Grafana, Graylog, AlertManager, AWS CloudWatch).

Soft skills
- Problem-Solving
- Collaboration & Communication
- Teamwork
- Time Management
- Self-Motivation & Good adaptability

EDUCATION

International University   Ho Chi Minh, Vietnam
- Bachelor of Engineering in Information Technology (September 2021 – December 2025)
- Relevant Coursework: Computer Networks, Principle of Database Management.