Quoc-Bao Nguyen
Software Engineer   github.com/baonq-me

EDUCATION

- **University of Science, Ho Chi Minh city**
  Bachelor in Computer Science, Honors Program for talented students   *2014 – 2018*

WORKING EXPERIENCE

- **Tiki**   December 2020 - Present
  Software Engineer - Marketplace Department
  - **Seller Operation platform**: Extend backend APIs for sellers to handle complex and fast-growing e-commerce business.

- **VNG Cloud**   May 2019 - March 2021
  Software Engineer - Cloud Call Center - CPAAS Department
  - **Product Tech Lead**: Support other teams and customers as well as maintain, update, design and implement new features and train new members for the product.
  - **Call Routing**: Build a virtual agent that route inbound calls to correct agent or group of agents based on voice interaction instead of key presses. The agent is designed with HA capability and scalability in microservice environment. Also implement ACD and IVR configuration for FreeSwitch by external APIs.
  - **Award**: Best employees of the quarter (Q4/2019, Q3/2020).
  - **Others**: Report several security issues to other teams and the corporation that led to significant changes.

  Associate Software Engineer - Cloud Call Center   Aug 2018 - Apr 2019

- **Vietnix JSC**   Mar 2017 – Apr 2018
  System Intern - R&D
  - **SIEM project**: Configure OSSEC agent and AlienVault OSSIM by writing alert rules using regex.
  - **OpenStack and OpenNebula**: R&D project for the company that aim to build a new backend system for public cloud service.
  - **WHMCS**: Write a provisioning module for WHMCS using PHP, HTML and CSS to integrate with OpenNebula.

PROJECTS

- **WifiUnlocker**: Fully deployable door access control system on Raspberry Pi using WPA2-Enterprise WiFi with RADIUS authentication and captive portal.
- **FreeSwitch**: Help FreeSwitch download files from AWS S3 service using AWS Signature version 4.

SKILLS

- **Languages**: Mainly working with Java. Familiar with C, Python, Go, NodeJs.
- **Experience**: Linux, Nginx, MySQL/MongoDB, RabbitMQ/Kafka, FreeSwitch, OpenStack/OpenNebula/Proxmox, Arduino/Raspberry Pi.
- **Architecture**: Cloud & Virtualization, VoIP, Microservice, Web backend.
- **Tools and other skills**: JetBrains's IDEs, Wireshark, Postman, CLI tools on Linux, VirtualBox,...

HOBBIES

- Attend tech events: Grokking tech talks, TetCon, Tra Da Hacking, Tech talks by tech companies,...
- Research computer science topics: RAFT algorithm, HTTP/2, KRACK, LSM tree, Onion Routing in Tor,...
- Doing electronic projects using Arduino and Raspberry Pi.

SOCIAL ACTIVITIES

- Collaborate with Fablab Saigon to organize tech events called Arduino Day yearly that attracts hundred of people.
- Speak at Events by Dariu Foundation, Arduino Day, FOSSASIA Open Tech Summit 2019, BarCamp Saigon 2016,...
- Attend track Science & Technology Innovation in Vietnam Summer School in Development 2020 at ICISE, Binh Dinh.

REFERENCES

Will be provided upon requests