

Quoc-Bao Nguyen

Product Engineer

github.com/baonq-me/resume (Mar 2025)

EDUCATION

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

WORKING EXPERIENCE (7 years, 4 months)

- **Zalo** Oct 2021 - Present (3 years, 5 months)
Senior Software Engineer - Zalo Technical Group - Security & Operations
 - **Security Operation Center (SOC)**: Build SOC from scratch that processes/stores billions of security events daily. Build Web app firewall from scratch. Stack: Nginx+lua, Kafka, ElasticSearch, PostgreSQL, Grafana.
 - Mentor, Zalo Tech Fresher 2022. Zalo - Fulbright Leadership Development Program 2022, first batch. Top 20 ZA Challenge 2023 (top 2%). Most beloved Technical Sharing Series 2024 for a topic related to ARM server CPU.
- **Tiki** Dec 2020 - Oct 2021 (11 months)
Software Development Engineer I - Marketplace Department
 - **Seller Operation team**: Extend backend APIs to handle complex and fast-growing e-commerce businesses.
- **VNG Cloud** May 2019 - Mar 2021 (1 year, 10 months)
Software Engineer - Cloud Call Center
 - **Key team member**: 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 routes inbound calls to the correct operators based on voice interaction.
 - **Awards**: Best employees of the quarter (Q4/2019, Q3/2020). Report several security issues to others.
- **Vietnix JSC** Mar 2017 - Apr 2018 (1 year, 2 months)
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 use as a public cloud service.
 - **WHMCS**: Write a provisioning module in PHP for WHMCS to integrate with OpenNebula.

OPEN SOURCE PROJECTS

- **cve-search**: Contribute bug fixes and improvements for 5.0 release. <https://github.com/cve-search/cve-search>
- **FreeSwitch**: Help FreeSwitch download files from AWS S3 service using AWS Signature version 4.

SKILLS / EXPERIENCE

- **Languages**: Primarily use Java, familiarity in Lua, Python, SQL, limited experience in Go, C/C++.
- **Technical Skills**: Linux (CentOS/Ubuntu), Nginx, Graylog, MySQL/MongoDB, ElasticSearch, Kafka, VictoriaMetrics/Grafana, FreeSwitch, Proxmox/OpenNebula/OpenStack, Ceph, Arduino/Raspberry Pi.
- **Proficient Areas**: Server hardware (compute/network/storage), Cloud, VoIP, Troubleshooting, Microservice.

HOBBIES

- Research computer science topics, focusing on design and concepts of protocols and distributed systems.
- Doing electronic projects using Arduino/Raspberry Pi. Owner of physical rack servers and a 100Gbps Cisco switch.

SOCIAL ACTIVITIES

- Organize a full-day tech event named Arduino Day yearly (2015-2019, 2023) that attracts hundreds of people.
- Speak at BarCamp Saigon, Arduino Day, FOSSASIA Summit, VNG Security Day, OpenInfra Day (organizer team),...
- Attended project: Thay thuoc dong hanh - Certificate awarded by Ministry of Science and Technology for providing technical support in the "Thay thuoc dong hanh" network supporting over 500K Covid-19 F0 patients since Aug 2021.
- Certificate from Vietnam Association for Information Processing for contributions to Vietnam OSS community, 2024.

REFERENCES

<https://hackaday.com/2019/06/06/fablab-saigon-celebrates-a-belated-arduino-day/>
<https://superuser.openinfra.dev/articles/viet-openinfra-user-group-holds-its-30th-meetup/>
<https://thanhvien.vn/arduino.html>