

Quoc-Bao Nguyen

{Software, Security, System} Engineer

github.com/baonq-me/resume

EDUCATION

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

WORKING EXPERIENCE

- **Zalo** October 2021 - Present
Senior Software Engineer - Zalo Technical Group - Security & Operations team
 - **Security Operation Center:** Build and operate infrastructure that inspect billions security events a month.
 - **Web Application Firewall:** Develop new public-facing web application firewall that protect all Zalo web pages.
 - Mentor in Zalo Tech Fresher 2022. Completed Zalo - Fulbright Leadership Development Program 2022:
- **Tiki** December 2020 - October 2021
Software Development Engineer I - Marketplace Department
 - **Seller Operation team:** Extend backend APIs to handle complex and fast-growing e-commerce business.
- **VNG Cloud** May 2019 - March 2021
Software Engineer - Cloud Call Center
 - **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.
 - **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.
- **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 use as a public cloud service.
 - **WHMCS:** Write a provisioning module for WHMCS to integrate with OpenNebula.

PROJECTS

- **WifiUnlocker:** Door access control system using Raspberry Pi. <https://github.com/baonq-me/WifiUnlocker>
- **FreeSwitch:** Help FreeSwitch download files from AWS S3 service using AWS Signature version 4.

SKILLS

- **Languages:** Mainly working with Java. Familiar with Lua and Python.
- **Experience:** Linux, Nginx, MySQL/MongoDB, RabbitMQ/Kafka, FreeSwitch, OpenStack/OpenNebula/Proxmox, Ceph storage, Arduino/Raspberry Pi.
- **Domain knowledge:** Physical server hardware, 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, OpenTech talks by tech companies,...
- Research computer science topics: RAFT algorithm, HTTP/2, KRACK, LSM tree, Distributed system,...
- Doing electronic projects using Arduino/Raspberry Pi. Having two rack servers at home and one rack server in FPT Tier 3 DC to freely research interested topics.

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.
- 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 remotely in HCMC since Aug 2021