

Quoc-Bao Nguyen

Senior Software Engineer & System Operator

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
 - Build infrastructure to help all Zalo's products operate securely and efficiently.
- **Tiki** December 2020 - October 2021
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. 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.
- **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.
- 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