

Quoc-Bao Nguyen

{Software, System, Hardware} 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 (SOC):** Build SOC from scratch that processes billions of security events daily. Spend most of the time optimizing an Elasticsearch cluster that holds around 150 billion documents.
 - Web Application Firewall:** Develop a public-facing web application firewall to protect important 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 businesses.
- VNG Cloud** May 2019 - March 2021
 - 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 agent or group of agents based on voice interaction instead of key presses.
 - Others:** Best employees of the quarter (Q4/2019, Q3/2020). Report several security issues to others.
- 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 in PHP for WHMCS to integrate with OpenNebula.

OPEN SOURCE 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 / EXPERIENCE

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

HOBBIES

- Research computer science topics, focusing on design and concepts of protocols and distributed systems.
- Doing electronic projects using Arduino/Raspberry Pi. Operate rack servers at both home and a tier-3 Datacenter for personal research purposes.

SOCIAL ACTIVITIES

- Organizing a full-day tech event named Arduino Day yearly (2015-2019, 2023) that attracts few-hundreds of people.
- Speak at BarCamp Saigon, Young Makers Day, Arduino Day, FOSSASIA Open Tech Summit, VNG Security Day,...
- 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.

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>