

# Ben Truong

Active Secret Security Clearance | ktruong43@gatech.edu | Sacramento, CA  
www.linkedin.com/in/truongben

## EXPERIENCE

### AMAZON.COM | AREA MANAGER II, PRODUCTION ANALYTICS

Jul 2021 – May 2024 | Sacramento, CA

- Built KPI dashboard for up to 30,000 requests per second with <200ms latency using AWS CloudWatch for Operation users.
- Optimized buffer and staff planning using ML and SQL/CloudWatch, achieved 5th output in network and 12% improvement for site record.
- Led 5 managers owning GiftWrap process improvement, achieving 98% YoY improvement in fulfillment misses.

### CONNECTNGIVE.ORG | TECHNICAL TEAM LEAD

Apr 2020 – Jul 2021 | Morgan Hill, CA

- Led 12 developers over Django/Python/React stack, deployed using AWS Lambda, Heroku, and Google Analytics
- Founder of PPE web app during COVID-19 facilitating the distribution of 140,000 PPE units across the U.S.
- Fundraised \$28,000 and coordinated with health clinics and the CDC to drive PPE distribution during pandemic.

### USAR SIGNAL CORPS | NETWORK SYSTEM SPECIALIST

May 2019 – Present | Sacramento, CA

- Deploy tactical networks over satellite data links and configure switches and routers using VPN, SSH, subnetting, and VM setup

## EDUCATION

### M.S. GEORGIA INSTITUTE OF TECHNOLOGY

COMPUTER SCIENCE, MACHINE LEARNING TRACK

Fall 2023 – Spring 2026 | Remote

- Replicated DL paper with **NLP/MLFlow** and improved to 98% accuracy from original paper's 80% with LSTM fine-tuning.
- Wrote paper on RLs models for stock trading with time-series derived signals, wrote 8-pager on **convergence behavior**.
- Built interactive dashboard for robot path planning with **A\*/Bayesian updating** signal processing with **SQL/FastAPI/Flask**.

### PALANTIR WINTER DEVELOPER FELLOWSHIP

AIP FELLOWSHIP PROJECT

Dec 2024 – Jan 2025 | Remote

- Utilized Palantir's AI Platform (AIP) to create ETL pipeline to aggregate multi-source data and output LLM model evaluation dashboard.

### B.A. UC BERKELEY

COGNITIVE SCIENCE, HIGH HONORS

Aug 2017 – May 2019 | Berkeley, CA

- GPA: 3.8 / 4.0
- Glushko Prize for Distinguished Undergraduate Research.

## SKILLS

### FRAMEWORKS

IT Sysadmin • Six Sigma • Continuous Improvement • Lean Startup • Cybersecurity • Palantir AIP

### PROGRAMMING

SQL • PyTorch • NLP • LLM Tuning • Pandas • Python • OpenRefine • Django • Docker • Spark • FastAPI • Flask • Kubernetes

### LANGUAGES

English, Vietnamese (Native)  
Japanese (Professional)

## PROJECTS

### APELLA INC. | FOUNDER

Oct 2019 – Jul 2021 | Berkeley, CA

Used NLP for ballot and candidate summary to enhance voter's decision making at the ballot, deployed with Django over AWS Lambda and Heroku.

## LEADERSHIP

### AMAZON WARRIORS@ VETERAN GROUP

AFFINITY GROUP LEADER

2021-2023 | Sacramento, CA

Group leader, achieved 140% YoY membership growth and Gold certification in North America West.

### YOUNG VIETNAMESE AMERICANS

COMMITTEE CO-LEAD

2024 | PIVOTnetwork.org

Coached college students on community engagement and provided counseling support.