

Le Gia Thien Buu

TECHNICAL SUPPORT ENGINEER

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"Take initiative, I'm diligent on every level"

About me

Programming JavaScript, Python, JAVA, C# .NET, Go, SQL
Languages Vietnamese, English, Japanese
Other Problem-solving, Self-learning, Creative

Work Experience

Skedulo Co., Ltd.

Ho Chi Minh, VietNam

TECHNICAL SUPPORT ENGINEER

October. 2021 - Now

- Provides technical advice and product expertise to customers and internal stakeholders to assist in the timely resolution of customer escalated issues.
- Collaborate with Product Development team and submit merge requests to resolve bugs that are easily testable, understood by other engineers, and accounts for edge cases and errors and also deliver discrete, high value enhancements.
- Proactively identify and implement improvements to the global support engineering team processes
- Participate in customer calls and meetings where required to assist in issue resolution to ensure their commitments are realistic, understands their priority and urgency, and delivers upon them accordingly.
- Communicates with Product Development team, internal stakeholders and with customers in an effective, clear, concise manner in both written and verbal form on technical and non technical subjects.

NDS.TS. Co., Ltd.

Yokohama, Japan

FULL-STACK ENGINEER

Jun. 2018 - April. 2021

- implements new features with high value enhancements for new projects, accounts issues, improve existing features.
- Work independently and directly with customer in providing resolution for issues, participate in team design systems, provide visions for team in improving applications.
- Design overall UI, diagrams, charts per functionality independently. Build AWS system for POC purposes (including EC2, S3, RDS, SNS, SQS).

Smartdatatics.

Ho Chi Minh, VietNam

PART-TIME FRONT-END ENGINEER

June. 2015 - March. 2016

- Implemented paypal payment feature for shopping web application.
- Build UI of an internal web application for an crude oil company.

Education

Dataquest

Online

SELF-LEARNING DATA SCIENCE

July. 2019 - Aug. 2020

- Learn cool things about Data Visualization, Data Cleaning, Machine Learning models and apply these knowledge into some small side projects.

Ho Chi Minh University Of Technology

Ho Chi Minh, VietNam

B.S. IN COMPUTER SCIENCE AND ENGINEERING

August. 2013 - April. 2018

- Graduate from Honored Program with GPA 7.5 . Used to be a researcher at CSE-HCMUT HPC LAB from Jan 2017 until Jan 2018.
- Thesis: **Predict the velocity of traffic in short time using LSTM**. Score: 9.5. Used in publication: H.T Pham, T.V Lang, V.H Tran, **"Immediate Velocity Prediction of a Mixed-Traffic Flow in Urban Road Networks with Spatial-Temporal Correlation Analysis"**, 2018 4th International Conference on Green Technology and Sustainable Development (GTSD)

Social Activities/Club

Green Summer

Ho Chi Minh, VietNam

VOLUNTEER

June. 2013 - June 2014

- Help disabilities, homeless children to find a good place for them. Support benefactor in finding places they can help.

Leader

Ho Chi Minh, VietNam

LEADER OF ENGLISH CLUB IN DORMITORY

June. 2016 - March 2017

- Host events of club, create a playground for people in dormitory to learn English. get better in English.