Kieu Nam Hai

DevOps Cloud Engineer

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Hey there! I'm William Kieu, a DevOps & Cloud Engineer with a strong passion
for Software Engineering. Here's a brief summary about me:
- 2 years of experience in Cloud DevOps (AWS, GCP)
- Hands-on experience with AWS Cloud solutions
- Proficient in Infrastructure as Code (Terraform, AWS CDK)
- Skilled in CI/CD tools: Jenkins, GitLab
- Strong teamwork and self-management skills
- Highly responsible and able to work well under pressure
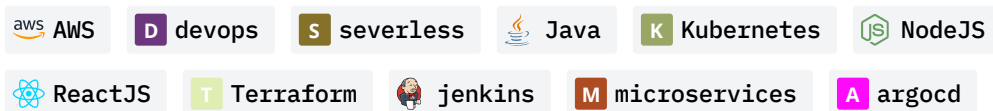- Good English communication skills

WORK EXPERIENCE

FPT SOFTWARE

DevOps Engineer | Aug 2023 - Aug 2025

- Design & implement cloud architecture. Writing infrastructure as
code to provision cloud resources. Implement serverless architecture.
- Writing CI/CD to automate process deploy, security scanning with
Jenkins, GitLab CI, AWS CodePipline
- Building AWS serverless platform applications Amplify, API Gateway,
Cognito, Lambda, DocumentDB, S3, etc.
- Infrastructure as Code with Terraform & AWS CDK
- Maintenance Kubernetes clusters EKS, GKE

AWS | devops | severless | Java | Kubernetes | NodeJS
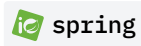ReactJS | Terraform | jenkins | microservices | argocd

FPT UNIVERSITY LABORATORY

Laboratory Intern | Mar 2023 - Aug 2023

- Provided guidance and training to team members.
- Developed backend software solutions using Java Spring Boot.
- Orchestrated integration of applications with AWS services.

`AWS` `Java` `spring`

AI CODE ASSISTANT

DevOps Engineer | Feb 2025 - Jul 2025

Handled application versioning and release management for AI/LLM-based services. Built and managed CI/CD pipelines using Jenkins with shared libraries, and automated deployments using ArgoCD with GitOps workflows.

- Built and managed CI/CD pipelines using Jenkins and shared libraries.
- Automated deployments with ArgoCD following GitOps practices.
- Deployed and scaled LLM models on Kubernetes using Helm charts.
- Set up system monitoring with Prometheus, Grafana, and Loki.
- Implemented distributed tracing with OpenTelemetry to improve observability.

`jenkins` `kubernetes` `azure` `ArgoCD` `docker` `terraform` `elasticsearch` `rabbitmq` `docker compose` `redis` `aks`

ASSOCIATE MASTER TAG SERVERLESS SYSTEM

Software Engineer & DevOps Engineer | Jun 2024 - Feb 2025

Developed a web-based platform to manage and visualize device tag relationships across the organization. The system supports search, real-time geolocation with Maps API, and data synchronization via scheduled backend jobs.

- Designed and implemented a fully serverless architecture using AWS services.
- Built frontend and backend components with React.js, TypeScript, and Node.js.
- Integrated AWS Lambda, DynamoDB, API Gateway, and Cognito for secure and scalable operations.
- Managed infrastructure with AWS CDK and automated CI/CD pipelines using AWS CodePipeline.
- Enabled seamless integration with external systems for real-time asset tracking and location-based insights.

`aws` `nodeJS` `aws cdk` `aws lambda` `serverless` `amazon s3` `aws apigw` `aws auroradb`
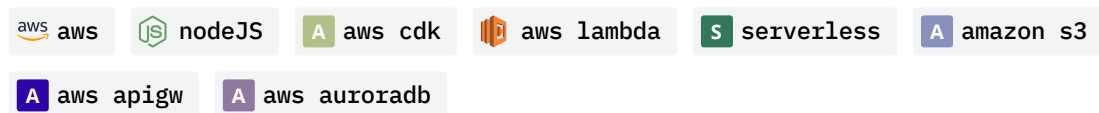
AWS MICROSERVICE INFRASTRUCTURE

DevOps Engineer | Aug 2023 - Apr 2024

Implemented a scalable microservices architecture on AWS using ECS and Infrastructure as Code with Terraform. Focused on cost optimization and streamlined CI/CD pipelines for efficient deployment.

- Designed and provisioned AWS infrastructure with Terraform for full automation.
- Built microservices architecture using Amazon ECS with task scheduling, service discovery, and inter-service communication.
- Configured and managed S3, RDS, VPC, ALB, API Gateway, and Lambda for supporting services.
- Set up and maintained Jenkins server to manage CI/CD workflows, improving deployment efficiency and reliability.
- Optimized infrastructure for performance and cost, ensuring scalability and maintainability.

`aws` `terraform` `aws eks` `aws ecr` `aws rds` `kubenetes`

FPT UNIVERSITY DORMITORY MANAGEMENT SYSTEM

Software Engineer | Jan 2023 - Jul 2023

Leading the development of a web application to streamline dormitory operations, enabling students to book beds, view room availability, and submit maintenance tickets. Provided administrators with a centralized dashboard for managing rooms, students, tickets, and announcements.

- Designed and implemented backend APIs and database schema using Java Spring Boot and MySQL.
- Built the frontend with React.js for responsive and user-friendly interactions.
- Deployed the application with Docker & Kubenetes
- Automated CI/CD pipelines with Jenkins to streamline build, test, and deployment processes.
- Integrated role-based access, issue tracking, and content management features to enhance operational efficiency.

java   ReactJS   spring boot   docker   nginx   kubenetes
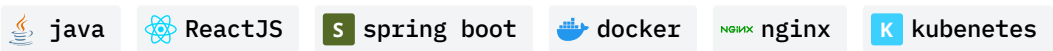
EDUCATION

FPT UNIVERSITY

Bachelor's degree, Software Engineering | Oct 2021 - Aug 2025

CERTIFICATES

AWS

Amazon Web Services Solutions Architect - Associate
Jun 2024

UDACITY

Cloud DevOps Engineer
Dec 2024