HIEU MAI

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PROFESSIONAL SUMMARY

I have 3 years of working experience in teaching English to students in Vietnam, and 10 years of working experience in Software Engineering. I am good at speaking in front of many people, work well in teams, and always listen and understand others. I quickly adapt to new environments and am a life-long learner, constantly exploring new skills and knowledge.

EXPERIENCE

OneStop, Sydney, New South Wales, Australia

Software Engineer July 2023 - Current

- Maintained and enhanced a legacy codebase built in .NET and ASP.NET, ensuring system reliability and efficiency.
- Led the integration of multiple codebases from various repositories into a unified codebase, streamlining development and improving collaboration across teams.
- Utilized Jenkins for continuous integration and deployment (CI/CD), automating the deployment process across all terminals, reducing manual effort and increasing deployment efficiency.
- Collaborated with cross-functional teams to address technical challenges, implement new features, and improve system performance.
- Conducted thorough code reviews and debugging sessions to maintain high-quality standards in the codebase while adhering to best practices in software development.

Job Ready Master, Sydney, Australia

Head Mentor IT Program

June 2022 - Current

- Developed IT courses for Data Analyst and Software Engineer roles, helping over 100 students successfully land jobs in Australia.
- Contributed to the growth of the Job Ready Master program, increasing student enrollment to 1,000 participants.
- Connected with other mentors to exchange ideas, share resources, or collaborate on initiatives benefiting multiple mentees.
- Participated in mentor training programs to continually enhance mentoring skills and stay up-to-date on best practices.
- Shared personal experiences and lessons learned with mentees to help them avoid potential pitfalls.

Full Stack Developer/ Data Engineer

Mentem By UNSW, Sydney, Australia

January 2022 - July 2023

- Contributed to the development of the Mentem Insights Platform, focusing on learner management, tracking progression, and generating detailed reports on skill-building and engagement.
- Developed both front-end components (ReactJS, NextJS) and back-end services (AWS Lambda, AWS RDS) for the platform, ensuring seamless data flow and efficient user interactions.
- Managed deployment pipelines with GitHub CI/CD and AWS, reducing downtime and improving the deployment cycle by 20%.
- Collaborated with UX/UI designers using Figma to transform wireframes into interactive and responsive interfaces, resulting in a 15% increase in user satisfaction.
- Led the development of a headless CMS for content management using Contentful, streamlining content updates by non-technical staff.

Software Engineer

BENIT Pty Ltd, Sydney, Australia

January 2019 - July 2022

- Led software development projects involving Java Spring Boot, ReactJS, and PostgreSQL, optimizing the performance and scalability of client applications.
- Developed microservices architecture and serverless solutions using AWS Lambda, ECS, and EC2 to support various client platforms, achieving high availability and cost-efficiency.
- Integrated third-party APIs and payment systems for various platforms, enhancing the functionality and customer experience of B2B and B2C products.

Java Full Stack Developer

Workflow86, Sydney, Australia

November 2019 - March 2022

- Designed and developed core components of a no-code workflow automation platform, similar to Zapier, but with more customization options for enterprise users.
- Implemented user and workflow management features using ReactJS and Redux, improving system efficiency and user engagement.
- Developed backend microservices and RESTful APIs using Java and Spring Boot, reducing system response time by 30%.
- Orchestrated the deployment and scaling of services with AWS and Docker, achieving 99.9% system uptime.

Software Engineer

PTE Magic, Sydney, Australia

July 2019 - July 2022

- Developed an AI-based learning system using Google NLP, facilitating practice for over 16,000 users preparing for the PTE English test.
- Integrated AI/NLP features for automatic speech recognition and evaluation, improving user feedback accuracy by 20%.
- Implemented serverless architecture with AWS Lambda, resulting in a scalable and cost-effective infrastructure capable of handling 600–1,000 active users daily.

Software Engineer

Language Confidence, Sydney, Australia

January 2022 - July 2022

- Built a developer portal for Language Confidence, a platform focused on AI-powered English pronunciation training.
- Integrated API management and developer tools for easy API usage tracking and analytics, improving developer engagement by 15%.
- Led the payment integration and developed scalable backend services using Node.js and NextJS, reducing system load times by 25%.

Full Stack Developer

S1T2, Sydney, Australia

January 2018 - January 2019

- Collaborated on the development of a visually engaging website for Queensland Remembers using WebGL and Three.is to simulate a poppy field in remembrance of soldiers.
- Developed the backend using Laravel and integrated external APIs, enhancing the website's interactivity and user experience.

Full Stack Developer

MVP Studio, Sydney, Australia

January 2017 - January 2018

- Worked on various client projects using ReactJS and Java Spring Boot to build dynamic and responsive web applications.
- Implemented secure and scalable database solutions using MySQL and PostgreSQL, improving data access speed by 30%.

SKILLS

Cloud: AWS (Amazon Web Services), GCP (Google Cloud Platform), Azure, DBT Cloud, Snowflake, Terraform

Programming: Python (Pandas, PyTorch, NumPy, Scikit-learn, Keras, Flask REST API, etc.), R (ggplot2, Shiny), Scala, JavaScript, SQL, JavaScript/TypeScript, ReactJS/NextJS, C# .NET, Bootstrap/HTML5/CSS/Tailwind, Source Control (Git)

Miscellaneous: Linux, Shell scripting (Bash/Zsh), Power BI, SAS, SQL Server (T-SQL, SSIS, SSAS, SSRS), NoSQL, DBT, Snowflake, Spark, Airflow, Confluence, GitHub, GitLab, Databricks, CI/CD, Serverless (AWS Lambda, Vercel), AWS EC2, ECS, Elastic Beanstalk and Terraform

Soft Skills: Time Management, Teamwork, Problem Solving, Documentation, Engaging Presentation, Decision Making, Interpersonal Skills.

EDUCATION

Computer Science & Mechatronics - UNSW GOOD

Period: 01/2018

Period: 01/2013

Electrical Engineering - University of Technology HCM

GOOD

ACCOMPLISHMENTS

Outstanding Computer Science Tutor, UNSW	2016
React Developer, Udacity	2017
Natural Language Processing, Udacity	2020
Java Web Developer, Udacity	2021
AWS DevOps, Cloud Guru	2022
Head Mentor IT Training, Job Ready Master	2023