Duong Nguyen

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PROFESSIONAL WORK EXPERIENCE

Nokia   **Espoo, Finland**

- *DevOps Engineer*   May 2019 - Present
  - Automated the pipeline for building, testing and deployment of microservices to AWS and Openshift platforms, which reduced installation time by 70%.
  - Analyzed customer feedback to provide 5 operation-improving recommendations for the software installation and upgrade procedures, which resulted in a 50% increase in client satisfaction, and an 11-day-reduction in installation time.
  - Developed automated configuration scripts for multiple PAAS and CAAS platforms, resulting in a 80% reduction in preparation time.
  - Facilitate frequent customer deployment sessions to resolve obstacles, and maintain strong relationships with customers.
  - Worked closely with a team of software architects to execute a successful migration to the Openshift platform, leading to the acquisition of a $1M+ customer.
  - Conducted an end-to-end revision of the software deployment and delivery strategy and provided recommendations to optimize operations' performance, resulting in a 15% reduction in the software package size.
  - Received the 2023 Business Excellence Award for leadership and proactive involvement in a high-stake cloud engagement with a large telecommunication client.
  - Winner of the 2022 Nokia Cloud and Network Solutions Quality Award (out of 10 nominees) for strong performance in all measurable employee metrics and actively supporting other teams' operations.

Wärtsilä   **Vaasa, Finland**

- *RPA Developer*   January 2019 - May 2019
  - Leveraged UiPath to automate repetitive business-critical tasks, leading to a 60% reduction in manual effort and successfully eliminated 100% of past errors.
  - Implemented scripts to collect insights and generate a department-wise dashboard showcasing cost savings and efficiencies achieved by RPAs, leading to a $100,000+ investment into the RPA team.
  - Took the initiative to review functional processes and established standards and guidelines for RPA task development
  - Created training materials and facilitated training sessions for 20+ non-technical staff to perform RPA tasks in compliance with standards and guidelines.

Elca Informatique   **Ho Chi Minh, Vietnam**

- *Test Automation Intern*   June 2018 - August 2018
  - Improved test coverage for a highly-distributed ticketing system with more than 860,000 users.
  - Leveraged ELK stack to analyze errors and bugs.
  - Integrated testing framework with Jenkins CI/CD pipelines, contributing to a 40% decrease in manual effort of test execution procedures.

PROFESSIONAL SKILLS & CERTIFICATIONS

- **3+ Years Experience:** Kubernetes, Docker, Helm, Git, Jenkins, Linux
- **1+ Year Experience:** Java, AWS, Cassandra, MariaDB, Spring Boot, Openshift, Terraform
- **Certifications:** Certified Kubernetes Administrator, AWS Certified Developer Training, Terraform Training

COMPETITION

Winner of Hackathon - Rebuild   **Vaasa, Finland**

- *Team Lead and Developer*   January 2018 - March 2018
  - Led a team of four to successfully create a map-based dashboard to indicate the performance of a client company's machineries in each operational region.
  - Developed a Rest API server using Spring Boot and MySQL, and deployed it on Heroku.
  - Utilized Google Chart API to implement the map-based dashboard, and automated the deployment using Github and Circle CI.

EDUCATION

Vaasa University of Applied Sciences   **Vaasa, Finland**

- Bachelor of Engineering in Information Technology

Relevant coursework: Software Project, Linux OS, Databases, Computer Networks, Java Server, Web Services