

Duong Nguyen

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PROFESSIONAL WORK EXPERIENCE

Nokia

Espoo, Finland

May 2019 - Present

- *DevOps Engineer*

- o Automated the pipeline for building, testing and deployment of microservices to AWS and Openshift platforms, which reduced installation time by 70%.
- o 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.
- o Developed automated configuration scripts for multiple PAAS and CAAS platforms, resulting in a 80% reduction in preparation time.
- o Facilitate frequent customer deployment sessions to resolve obstacles, and maintain strong relationships with customers.
- o 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.
- o 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.
- o Received the 2023 Business Excellence Award for leadership and proactive involvement in a high-stake cloud engagement with a large telecommunication client.
- o 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

January 2019 - May 2019

- *RPA Developer*

- o Leveraged UiPath to automate repetitive business-critical tasks, leading to a 60% reduction in manual effort and successfully eliminated 100% of past errors.
- o 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.
- o Took the initiative to review functional processes and established standards and guidelines for RPA task development
- o 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

June 2018 - August 2018

- *Test Automation Intern*

- o Improved test coverage for a highly-distributed ticketing system with more than 860,000 users.
- o Leveraged ELK stack to analyze errors and bugs.
- o 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, Go
- **Certifications:** Certified Kubernetes Administrator, Linux Certified Administrator, AWS Certified Developer, Terraform Training

COMPETITION

Winner of Hackathon - Rebuild

Vaasa, Finland

January 2018 - March 2018

- *Team Lead and Developer*

- o 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.
- o Developed a Rest API server using Spring Boot and MySQL, and deployed it on Heroku.
- o 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

Graduated June 2020

- Bachelor of Engineering in Information Technology

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

ADDITIONAL INFORMATION

- **Additional Languages:** Vietnamese (Native)
- **Competitive Sport:** Gold Medal in Ho Chi Minh City's Open Soccer Tournament
- **Interests:** Drums, History, Soccer, Traveling