

Nguyen Le Ha Sang

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EDUCATION

University of Phan Thiet (UPT) | Binh Thuan, Vietnam

Bachelor of Information Technology | 2022 – 2026 (Expected)

TECHNICAL SKILLS

- Languages: C#, Java, Python, JavaScript, SQL
- Frameworks: ASP.NET Core MVC, EF Core, Flask
- Technologies: SignalR (Real-time), NLP (Chatbot), RAG
- Tools: Visual Studio, Git, GitHub, SQL Server, MySQL
- Networking: Basic knowledge of DNS, DHCP, Windows Server

PROJECTS

- **Warranty & Customer Care Management System (Mock FPT Shop)**
 - ASP.NET Core, SignalR, SQL Server
 - Internship Project at FPT Telecom Binh Thuan
 - Designed and implemented a centralized management system with five core modules: Products, Customers, Employees, Orders, and Warranty Tickets.
 - Developed a real-time chat system using SignalR for instant communication between admins and customers.
 - Integrated an automated Chatbot using RAG and NLP to handle FAQs and order inquiries 24/7.
 - Implemented AiTicketClassifier to automatically categorize and assign support tickets to relevant technicians based on customer issues.
 - Integrated automated payment methods via VietQR and Momo QR codes.
- **Animal Image Recognition System**
 - Python, TensorFlow, Flask
 - Trained a deep learning model using TensorFlow and Keras to classify various animal species.
 - Built a web-based demo using Flask and HTML/CSS/JS for real-time image uploads and inference results.
- **Grocery Store Management Application**
 - Java, MySQL
 - Developed a desktop application for managing inventory, invoices, and sales data.
 - Utilized MySQL for robust data storage and implemented an intuitive UI using Java Swing/AWT.

CERTIFICATIONS

- English: Good reading comprehension of technical documentation.
- Soft Skills: Teamwork, Time Management, Self-study, Problem-solving.