Nguyen Minh Hung

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SUMMARY

Experienced SRE engineer with a strong automation-first mindset. Eager to leverage extensive problem-solving skills, contributing to innovative projects and technological advancements as a dedicated team player.

EXPERIENCE

Site Reliability Engineer | OPSWAT | Vietnam | May 2023 - Present

- Reduced project costs by over 60% by aligning the pricing structure with a microservices architecture using Coralogix and revamping the monitoring system to Grafana, Elasticsearch, and Kibana from Datadog. Streamlined metrics and logs integration through OpenTelemetry, enhancing monitoring on Amazon EC2, ElastiCache, SQS, and Elastic Load Balancing with additional AWS CloudWatch support for Windows Server environments and automated PowerShell scripts for system resilience.
- Achieved 99.999% system availability for MetaDefender Cloud by implementing self-managed MongoDB replicaset failover strategies across multiple zones and regions, integrating AWS Secret Manager for dynamic database connections, and optimizing performance with load tests on Amazon ECS, supported by Kubernetes HPA and KEDA for scalable responsiveness.
- Led the ongoing enhancement of microservice infrastructures, achieving 100% compliance with zero-downtime updates on Amazon EKS, transitioning from Nginx to Amazon ALB for improved mTLS security protocols.
- Enhanced AWS environment security by integrating Lacework for compliance monitoring, optimizing AWS IAM through Role-Based Access Control and standardized permissions, and automating SSL certificate management with ACM and Route53 for increased security and compliance.

Senior Operation Engineer | Intel | Vietnam | January 2017 - May 2022

- Introduced an incident classification system for the Material Handling System (MHS) module, cutting yield loss by 60% and saving $700k annually. Enhanced efficiency by 10% through a novel calibration tool and a computer vision model, reducing unit processing times.
- Developed a Mean Time Between Failures (MTBF) indicator, standardizing performance metrics across Intel's global ATM factories. This initiative provided a consistent performance baseline and facilitated a data-driven troubleshooting runbook, boosting year-over-year machine performance by 40% and establishing the Vietnam site as a leader in MHS module operations.

EDUCATION

Balchelor of Information Technology | Nguyen Tat Thanh University | Minor in Information Technology | Ho Chi Minh, VN | 2025 | 3.5 GPA (until now)

- Given my background in mechanical and electrical engineering, I have transitioned to the software industry successfully.
- However, my aspiration for higher education persists, with my aim set on pursuing a Master's or PhD in Cyber Security or Quantumn Computing in my 40s. Hence, I am currently studying a Bachelor's degree as a hobby.

College's degree, Mechanics and Repairers | Petrovietnam Mainpower Training College | Minor in Mechanical | Vung Tau, Vietnam | 2016

- As an orphaned teenager, choosing College's degree for 3 years helped me start working early and support myself.
- It seemed like a dead end, but thanks to that, I had the opportunity to work at Intel, develop my mindset, and meet and learn from some amazing colleagues.

CERTIFICATIONS

TOEIC 800 | IIG | 2016

AWS Certified Solutions Architect - Associate | Amazon Web Services (AWS) | 2022

SKILLS

Operating Systems: Windows Server, Linux (Amazon Linux, Ubuntu, Alpine) - Cloud Platform: AWS, GCP

Programming/Scripting Language: PowerShell, Bash, Python

DevOps/SRE TechStack: Terraform; Docker, Kubernetes; Bitbucket, TeamCity, ArgoCD; Grafana, ElasticSearch, OpenTelemetry, Datadog