

ANH NGUYEN HUY

SOFTWARE ENGINEER

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Work Experience

AIMESOFT JSC, SOFTWARE ENGINEER

Vietnam, Apr. 2024 - Sep.2025

- Architected and implemented an advanced AI agent system for automated business presentation generation, leveraging RAG and orchestrated agent processes to **reduce presentation creation time by 80% and increase team productivity by 4x**.
- Designed and implemented advanced RAG pipelines that intelligently retrieved academic content from university knowledge bases, **cutting content preparation time for educators by 60% while achieving 95% relevance accuracy**.
- Operationalized a 7B parameter language model by optimizing it for production, which **reduced model size by 75%, decreased inference latency by 50%, and cut operational costs by 60%**.
- Tech Stacks: Python, Grpc, Kafka, Mysql, Redis, Grafana.

FPT SOFTWARE, SOFTWARE ENGINEER

Vietnam, Nov. 2021 - Apr.2024

- Spearheaded the digital transformation for Vietjet Airlines by implementing advanced data solutions on the Airbus Skywise platform, **resulting in a 40% improvement in data processing speed and a significant reduction in manual errors**.
- Built and deployed a machine learning model for accurate classification of maintenance defects, **achieving 95% classification accuracy and contributing to a 15% reduction in maintenance-related delays**.
- Led the migration of airline operational data to Airbus Skywise, creating a comprehensive OTP dashboard that **reduced data retrieval times by 90% and provided real-time visibility into flight operations**.
- Developed an intelligent chatbot for company policies, **automating over 80% of common employee inquiries and significantly reducing workload on the HR department**.
- Tech Stacks: Python, Pandas, Scikit-learn, TensorFlow, PyTorch, Airbus Skywise, SQL.

Projects

ML MODEL DEPLOYMENT WITH FASTAPI & CI/CD

2023

- Developed an end-to-end machine learning solution to classify individuals' income using **Census Bureau data**.
- Built a RESTful API using **FastAPI** for model serving and established a full CI/CD pipeline with **GitHub Actions** for automated testing and cloud deployment.
- The final model achieved over **85% accuracy** on the test set and was successfully containerized using **Docker** for reproducibility.

CUSTOMER CHURN PREDICTION PACKAGE

2018

- Engineered a comprehensive **Python package** for customer churn prediction, adhering to clean code principles and software development best practices.
- Implemented a robust pipeline for data processing, feature engineering, and model training, including data validation with **Pydantic** and a full testing suite using **Pytest**.
- The final **XGBoost** model achieved a **90% AUC-ROC score**, providing actionable insights to potentially **reduce customer attrition by 10%**.

Education

University of Science and Technology of Hanoi

BACHELOR OF INFORMATION AND COMMUNICATION TECHNOLOGY

Hanoi, Vietnam

Sep. 2018 - Dec. 2021

Skills

- Programming languages:** Golang, Python
- Technologies:** Kafka, Redis, ElasticSearch, Mysql, Qdrant, Cronjob, Grafana
- Others:** Git, Bash, Linux.