

NGUYEN TUAN HIEP

Software / DevOps Engineer

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SKILLS

Programming	Python, Bash, Go, Lua
Tools	Kubernetes, Prometheus, Grafana, EFK Stack, Vault, Redis, PostgreSQL, Helm Chart, Terraform, Ansible
Soft skills	Agile methodologies, Problem solving, Collaboration

WORK EXPERIENCE

July 2025 - Present	Viettel Network Software / DevOps Engineer <ul style="list-style-type: none">Researched and evaluated technology solutions to support the development and scaling of an internal AI Platform.
Mar 2023 - July 2025	Viettel Solutions Software / DevOps Engineer <ul style="list-style-type: none">Developed a custom Prometheus Exporter to monitor Celery task queue performance and reliability.Designed and implemented Helm Charts for automated deployment of microservices within the Viettel Cloud Portal ecosystem.Deployed and managed HashiCorp Vault on Kubernetes to securely manage secrets and protect sensitive configurations.Contributed to the refactoring of the Quota Framework for Viettel Cloud Portal, improving scalability and modularity.Designed and developed a Region-aware Quota Framework to enforce usage limits per region across distributed systems.Researched and evaluated multi-region architecture solutions for Redis and PostgreSQL to enhance system availability and data resilience.Mentored intern DevOps, providing guidance on best practices for system monitoring, automation, and reliability.
July 2022 - Mar 2023	Viettel Network Cloud Solutions Engineer <ul style="list-style-type: none">Designed and implemented a scalable Kubernetes-based Jenkins CI/CD pipeline, significantly improving the handling of concurrent jobs and addressing Jenkins worker availability issues.Implemented Celery tasks monitoring and management solutions, streamlining the troubleshooting process for background jobs.Automated environment provisioning and configuration management for High Availability PostgreSQL Cluster using Ansible, leading to faster deployments and more consistent configurations.
Apr 2022 - July 2022	Viettel Group Ha Noi, Viet Nam Viettel Digital Talent Intern <ul style="list-style-type: none">Gained hands-on experience with Cloud Native, Docker, Kubernetes, OpenStack, and DevOps methodologies.Collaborated with senior engineers to automate repetitive tasks using Python scripts, saving team members an average of 5 hours per week

PROJECTS

Mar 2023 - Present	<p>Cloud Portal Management - Backend</p> <p>Software Engineer</p> <p>Developed and enhanced backend services for Viettel Cloud Portal, with a focus on quota management and service scalability.</p> <ul style="list-style-type: none">Designed and implemented the Quota Framework to support region-based usage limits.Refactored existing quota modules to improve maintainability, scalability, and performance.Participated in developing new features and modules according to product roadmap requirements.Performed performance optimization and bug fixing for core services. <p>KEY ACHIEVEMENTS</p> <ul style="list-style-type: none">Improved quota enforcement across distributed regions, enhancing operational reliability.Reduced technical debt by refactoring legacy code, enabling faster feature delivery. <p>SKILL ACQUIRED</p> <ul style="list-style-type: none">Python, Django, Django REST Framework, Django Ninja, PostgreSQL
Oct 2023 - Present	<p>Cloud Portal Management - Helm Chart</p> <p>DevOps Engineer</p> <p>Developed and maintained Helm Charts for deploying Cloud Portal microservices and related components on Kubernetes.</p> <ul style="list-style-type: none">Designed an optimized repository structure to manage multiple Helm Charts for different modules.Implemented templating with Jinja to increase reusability and maintainability. <p>KEY ACHIEVEMENTS</p> <ul style="list-style-type: none">Reduced deployment complexity and time by standardizing chart structures.Improved release management and rollback capabilities in multi-environment setups. <p>SKILL ACQUIRED</p> <ul style="list-style-type: none">Helm, Jinja, YAML, Kubernetes
Oct 2023 - Present	<p>Kubernetes Migration</p> <p>DevOps Engineer</p> <p>Migrated existing applications and infrastructure services from on-premise VMs to Kubernetes clusters.</p> <ul style="list-style-type: none">Led migration of backend services, Redis, and Vault to on-premises Kubernetes.Containerized applications and prepared Helm Charts for automated deployments.Ensured high availability and zero-downtime migration through best practices deployment strategies. <p>KEY ACHIEVEMENTS</p> <ul style="list-style-type: none">Enabled auto-scaling and improved system reliability with Kubernetes-native features.Streamlined application management and reduced manual operational overhead. <p>SKILL ACQUIRED</p> <ul style="list-style-type: none">Kubernetes, Helm, Jinja, YAML, Docker
Jul 2023 - Jan 2025	<p>Cloud Portal Management - Ansible</p> <p>DevOps Engineer</p> <p>Automated deployment and configuration of database and caching services in high availability setups.</p> <ul style="list-style-type: none">Created Ansible roles for deploying PostgreSQL clusters, Redis Sentinel, and Redis Cluster.Implemented HA architecture on VM infrastructure with automated failover. <p>KEY ACHIEVEMENTS</p> <ul style="list-style-type: none">Reduced provisioning time for infrastructure components through automation.Minimized configuration errors with idempotent Ansible playbooks. <p>SKILL ACQUIRED</p> <ul style="list-style-type: none">Ansible, Bash, Jinja, YAML, PostgreSQL, Redis
Oct 2023 - Mar 2024	<p>Cloud Portal Management - Console UI</p> <p>Software Engineer</p> <p>Maintained and enhanced Cloud Portal's frontend console for improved user experience.</p> <ul style="list-style-type: none">Fixed bugs and implemented minor feature enhancements in the UI layer.Collaborated with backend developers to integrate new APIs into the frontend. <p>KEY ACHIEVEMENTS</p> <ul style="list-style-type: none">Improved usability and reduced UI-related issue reports from end-users.

SKILL ACQUIRED

- Vue.js, HTML, CSS, JavaScript

Jul 2024 - Dec 2024

Cloud Resource Exporter

DevOps Engineer

Developed a monitoring tool to extract and aggregate cloud resource usage data from customer environments.

- Integrated with Grafana, Prometheus, and Alertmanager to visualize and alert on cloud resource consumption.
- Enabled reporting and analytics for resource planning and procurement.

KEY ACHIEVEMENTS

- Enhanced observability of customer resource usage for capacity planning.
- Improved alerting accuracy for resource utilization thresholds.

SKILL ACQUIRED

- Python, Grafana, Prometheus, Alertmanager

EDUCATION

July 2024 - Present

Posts and Telecommunications Institute of Technology

Master's of Engineering in Information System

Dec 2019 - Apr 2024

Posts and Telecommunications Institute of Technology

Bachelor's of Engineering in Electronic and Telecommunication

- CPA: 3.33/4.0
- Awarded the Academic Encouragement Scholarship for 6 consecutive years.

CERTIFICATIONS

2025

Practical Project Management Tranning (Atoha)

HONORS & AWARDS

2022

Viettel's Talent Ambassador Viettel (Top 30 candidates)