Loc Dinh (Harry)

+84 93 626 5022 · harrydinh209@gmail.com · linkedin.com/in/locdinh209/
Ho Chi Minh City, Vietnam

PROFILE SUMMARY

Strategic and result-driven Senior Data Solutions Architect with over 10 years of experience in software engineering, data engineering, machine learning, and AI services in Finance and Banking sector. Proven leader in technical roles, guiding project teams and managing cross-functional initiatives. Expertise in cloud architectures, enterprise mobility, digital transformation, and data strategy. Skilled in directing high-performance engineering and managing multiple data related teams with a DevSecOps mindset, fostering innovation and technical excellence.

PROFESSIONAL EXPERIENCE

Techcombank - Data & Analytics Division   February 2023 - Present
Senior Data Solutions Architect

Key Responsibilities:
- Refined and executed data architecture blueprints and strategies to support business goals, ensuring scalability, cost-efficiency, and long-term value, adopted TOGAF framework for Data Architecture in overall bank-wide Enterprise Architecture landscape.
- Led the implementation of the Enterprise Data Platform on Databricks and AWS, enabling AI/ML capabilities across the organization (e.g. Enterprise Feature Store, Enterprise Document RAG, Model Serving).
- Collaborated with senior leadership, including the Chief Data & Analytics Officer (CDAO) and other C-suite executives, to align data governance and platform decisions with corporate objectives.
- Directed cross-functional teams and participated in strategic planning to drive data-centric decision-making at an enterprise level.
- Managed key stakeholder relationships across multiple business units, ensuring that data products aligned with business requirements.

Key Accomplishments:
- Built a new Enterprise Data Intelligent Platform on Databricks and AWS successfully in 9 months, achieved a 30% improvement in data processing efficiency and reduced operational costs by 25%.
- Enabled AI/ML bank-wide capabilities to serve for AI/ML products at bank. Established Agents Framework to deliver Enterprise Document RAG agent, Customer-faced agent at bank.
- Led the MLOps team in creating scalable AI/ML capabilities, such as the Enterprise Feature Store, AI/ML Serving, and MLOps processes at bank. Oversaw continuous delivery of the bank's Enterprise Feature Store.
- Designed comprehensive principles, patterns and guidelines for best-in-class Data and AI/ML architecture, focusing on data ingestion, processing, management, serving, and foundational services. Established an architecture governance framework for continuous improvement, leading to a 30% reduction in time-to-market for key banking products.
- Consulted data solutions to provide insights for 50 upstream and 15 downstream applications, including T24, CMS, CRM, and digital marketing platforms. Drove to designing the Enterprise and Business-unit Data Marts and Feature Store for multiple domains.
- Contributed with the SRE team, community of experts, others Senior Manager/Manager at Data Design Council to review and make decision for design changes of Data Platform.
- Contributed with the Enterprise Architect team on bank-wide Enterprise Architecture Board to review any bank-wide solution changes for data and AI expertise.

Sacombank

Solutions Architect - Data Platform Tech Lead   **October 2021 - February 2023**

Key Responsibilities:
- Architecture lead in Digital Transformation program to design end-state for enterprise data platform for bank supporting AI/ML development and ensuring robust data governance and quality.
- Reported to the line director and CIO for strategic projects related to Application and Data Architecture.
- Drove the target designs and systems architecture for Data Governance and Enterprise Data Platform related projects to establish high-level capabilities, components, implementation plan.
- Oversaw technology selection, platform design, and end-to-end development for various data-related projects.

Key Accomplishments:
- Designed and implemented a new application technology stack for bank-wide usages in 6 months, adopted Microservice architecture and delivered new customer onboarding services for across channels usage.
- Led Data Science team in deploying an On-cloud AI/ML Research Environment sandbox based on AWS SageMaker, S3 and AWS QuickSight and successfully delivered ML-based Customer Segmentation model scheduled run on daily basis.
- Led Data Quality team to development the first MVP for 250 customer-based key data elements (KDEs) in new Data Quality systems.
- Architected and deployed a fully automated Cloud-based email service solution on AWS, reducing email bounce rates to under 1% and reducing operational costs by 85%.

Solutions Architect - Data Science Team Lead   **November 2019 - September 2021**

Key Responsibilities:
- Reported to the line director for AI/ML and Software Engineering strategic projects.
- Established and led the bank's first Data Science team to collaborated with Visa partner for Data Science projects.
- Guided Data Scientists in developing and executing ML-based analytics focus on Credit Card sale increment.

Key Accomplishments:
- Developed ML-based analytics for credit card up-sell and cross-sell in collaboration with Visa, resulting in a 15% increase in credit card sales.
- Automated Credit Card Approval and Limit modeling with real-time API model serving on AWS, reducing approval times by 50%.
- Established AI-driven solutions to enhance customer satisfaction through Voicebot and Sentiment Analysis, enabled AI capabilities for next gen Contact Center.

Senior Software Engineer   **August 2018 - October 2019**

Key Responsibilities:
- **Application Development**:
  - Designed and implemented key components of the Card Payment platform.
  - Designed card integration systems, enable sync (API) and async (message queue) protocol.
- **Project Management**: Drove initiatives for adopting non-cash payment services in hospital systems.

Key Accomplishments:
- Reduced transactional times by 50% for integration between Card Payment platform with core banking systems, enhance scalability, high-availability.
- Enabled modularity, improved high availability and scalability through a new API Card service and enhance integration capability with other bank-wide systems.
- Presented solutions for non-cash payment services to C-level executives at the bank and hospitals, leading to a 20% adoption rate in targeted hospitals.

Fujinet Systems JSC
Senior Software Engineer

<div align="right">February 2017 - July 2018</div>

Accomplished Senior Backend Engineer for blockchain-based startup with the following achievements:
- Proposed solutions design for back-end part and presented directly to client manager in technical demonstration meeting.
- Developed a cryptocurrency wallet application using N-tier architecture, enhancing security and scalability.
- Engineered and deployed backend services in NodeJS and a MongoDB Cluster on AWS, ensuring robust performance and reliability.

ELCA Vietnam
Software Engineer

<div align="right">February 2016 - December 2016</div>

Accomplished Software Engineer with the following achievements:
- Implemented WPF (Windows Presentation Foundation) application (C#, NET Entity Framework).
- Optimized database queries, stored procedure (SQL Server).
- Conducted comprehensive software testing concepts: Unit Test, Screen Live Test, Automation Test.

EDUCATION

HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY   **2020 - 2022**
Master's Degree in Computer Science - Focus on Data Science and Big Data related topics

HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY   **2011 - 2016**
Engineer's Degree in Computer Science - Honors Program

CERTIFICATIONS

AWS Certified - Solutions Architect Associate   **2023**

Databricks Certified - AWS Databricks Platform Architect   **2023**

RedHat Certified - Cloud-Native Development with OpenShift and Kubernetes   **2022**

IBM Certified - Data Science Professional Certificate   **2021**

TECHNICAL SKILLS

- **Cloud & DevOps:** AWS (EKS, Glue, Lambda, S3, SageMaker, RDS), Terraform, Docker, Kubernetes/OpenShift, Istio, Jenkins, Gitlab, CI/CD, ArgoCD
- **Data:** Databricks Enterprise services, MLFlow, Spark, Kafka, Hadoop, Delta Lake, Airflow, PowerBI
- **Languages & Databases:** Python, SQL, Java, Node.js, API, GraphQL, gRPC, MongoDB, DynamoDB, SQL Server, Oracle
- **Monitoring & Security:** Prometheus, Grafana, ELK Stack, Vault, SonarQube, BlackDuck
- **Management**: Jira, Confluence, Teams