



# Hoàng Luân

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## Certificates

**Agile Project Management**  
University of Colorado Boulder  
Issued Oct 2024  
Credential ID 6WK2LTFUL5GL

**Project Management Specialization**  
University of Colorado Boulder  
Issued Oct 2024  
Credential ID SE2T1RO2AIJT

## Skills

### Backend:

- Golang, Gin, Bun
- Rest APIs, gRPC, Websocket

### Database:

- PostgreSQL, MySQL, MariaDB
- Elasticsearch, MongoDB

### Caching:

- Redis
- Memcache

### CI/CD:

- Github Action
- Jenkins

### Message Queue:

- Redis PubSub
- RabbitMQ

### Other:

- Docker, Docker Compose, Portainer
- Traefik
- Debezium
- Sentry
- ELK, EFK, APM

## About Me

I'm **Hoàng Luân**, an experienced full-stack developer specializing in a range of technologies. I am currently working on developing solutions in the areas of contact center and call center functionality as well as API microservices, streaming platforms and their integration with machine learning applications.

My career has been characterized by a tireless pursuit of improving my skills. I actively work on mastering new technologies like Svelte, JavaScript, Docker, Continuous Integration/Continuous Deployment (CI/CD) practices, and Jenkins to improve my skills as a full-stack developer.

## Education

### Master Software Engineering

May 2024 - Dec 2025

FPT School of Business & Technology (FSB)

### Bachelor of Information Assurance

Oct 2016 - May 2020

FPT University

## Experience

### TEL4VN

2020 - Feb 2025

**TEL4VN** is a leading company specializing in telecommunications solutions such as callcenter, autocall, and contact center services. With expertise in integrating automated call distribution systems, CRM integration, and multi-channel management, our call center solutions are designed to optimize employee efficiency and enhance customer interaction. Our autocall technology streamlines communication processes, while our contact center solutions seamlessly integrate multiple channels.

### Technical Architect

2023 - Present

#### Responsibilities:

- Lead the analysis and design of project technology solutions, including requirements management and risk assessment.
- Build and maintain software system architecture to ensure scalability, performance and security.
- Work closely with development teams and project management to ensure accurate and efficient delivery of system architecture.
- Ensure compliance with technical standards and processes, including driving innovation and adopting advanced development methodologies.
- Lead the creation of technical guides and documentation and provide guidance and support to the development team.

### Fullstack Developer + Team Leader

2020 - 2023

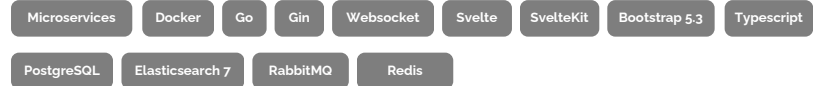
#### Responsibilities:

- Develop and maintain front-end and back-end components of web applications
- Implement responsive design principles to ensure the app is accessible on different devices and screen sizes.
- Design and develop RESTful APIs to facilitate communication between front-end and back-end systems.
- Write clean, efficient, and maintainable code according to best practices and coding standards.
- Perform testing and debugging to quickly identify and resolve issues.
- Stay up to date on new technologies and trends in full-stack development.

## Products / Projects:

- **Pitel Callcenter (CCP):** Crafted by our talented team, CCP is a state-of-the-art call center solution designed to meet the varied needs of businesses seeking efficient and impactful customer communication platforms. Powered by cutting-edge technology and a user-focused approach, CCP provides a comprehensive suite of features that streamline call handling, boost agent performance, and elevate customer satisfaction.

### Technologies:



- **Pitel Autocall:** Our team has meticulously developed an innovative autocall solution to revolutionize outbound communication strategies for businesses. With a focus on efficiency, scalability, and user-friendliness, this solution is designed to transform the way companies engage with their customers.

### Technologies:



- **Pitel VMD:** Pitel VMD is an innovative solution developed by our team. It integrates real-time streaming and machine learning to detect voicemail greetings during live calls. By analyzing audio streams in real-time, this cutting-edge technology allows businesses to dynamically adjust call handling and optimize agent workflows. This enhances productivity and campaign efficiency.

### Technologies:



- **FinS Collection:** FinS Collection is a platform that streamlines and optimizes debt collection for financial institutions. Utilizing a microservices architecture, this scalable solution provides a modular approach to debt recovery, empowering institutions to effectively manage and recoup outstanding debts while maintaining operational efficiency.

### Technologies:



## Wisky

Dec 2019 - Jun 2020

### Intern Full Stack Developer

#### Responsibilities:

- Develop and maintain front-end and back-end components of web applications
- Design and develop RESTful APIs to facilitate communication between front-end and back-end systems.
- Write clean, efficient, and maintainable code according to best practices and coding standards.

#### Technologies:



## Reference

Mr. Nguyen Quoc Huy

TEL4VN / CEO

090 6755 226