Hoàng Luân

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About Me

Backend Software Engineer with **more than 4 years of experience** in building scalable, high performance for **CallCenter, CRM and integrated softwares**, processing **several million events per day**.

I am currently pursuing a **Master's degree in Software Engineering**, with the goal of deepening my knowledge and expertise in the fields of **Artificial Intelligence, Machine Learning, and Blockchain technology.**

📖 Education

Master Software Engineering

May 2024 - Dec 2025

FPT School of Business & Technology (FSB)

Bachelor of Information Assurance

Oct 2016 - May 2020

FPT University

📜 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

💼 Experience

TEL4VN

2020 - Feb 2025

TEL4VN is a leading provider of telecommunications solutions, including **Callcenter, Autocall, and Contact Center services**. With expertise in automated call distribution, CRM integration, and multi-channel management, our solutions are designed to optimize employee efficiency and enhance customer interactions. Our autocall technology streamlines communication, and our contact center offerings 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.
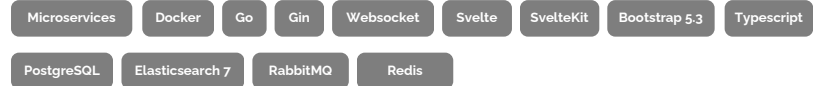
Fullstack Developer + Team Leader

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:

  `Microservices` `Docker` `Go` `Gin` `Websocket` `Svelte` `SvelteKit` `Bootstrap 5.3` `Typescript` `PostgreSQL` `Elasticsearch 7` `RabbitMQ` `Redis`

- **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:

  `Microservices` `Docker` `Go` `Gin` `Svelte` `SvelteKit` `Bootstrap 5.3` `Typescript` `PostgreSQL` `Elasticsearch 7` `RabbitMQ` `Redis (PubSub)`

- **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:

  `Docker` `Go` `Python` `Websocket` `Tensorflow` `Machine Learning`

- **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:

  `Microservices` `Docker` `Go` `Gin` `Websocket` `PostgreSQL` `Elasticsearch 7` `RabbitMQ` `Redis` `MinIO`

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:

`C#` `.Net Core` `SQL Server`

Reference

Mr. Nguyen Quoc Huy

TEL4VN / CEO

090 6755 226