

# Luong Trac Duc Anh

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## SKILLS

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**Low-code:** OutSystems, Workato.

**Frontend:** HTML, CSS, JavaScript, JQuery.

**Backend:** C# & .NET, PHP.

**Database:** Oracle, Microsoft SQL Server, MySQL.

**Other Programming Languages:** Python, Ruby.

**Cloud Computing:** AWS (S3, EC2, RDS, VPC, Lambda).

**Version Control:** Git, Github.

**Others:** ClickUp, Zendesk.

## EXPERIENCE

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### NTT e-MOI (formerly OCG Technology)

*OutSystems Developer*

**Cau Giay, Hanoi**

*Dec 2023 – Present*

- Developed and maintained a CMS and a Switching Line (Cable) Management System for a Japanese telecommunications client.
- Integrated OutSystems applications with external systems including ClickUp, Zendesk, and Workato via REST APIs and Webhooks, reducing manual data entry by **70%**.
- Migrated legacy systems to OutSystems platform, streamlining workflows and reducing maintenance costs.
- Collaborated closely with the client's cross-functional teams to clarify project requirements effectively.
- Participated in client workshops to gather requirements and prototype solutions, ensuring alignment with business.

### OCG Technology

*OutSystems Reactive Web Developer Intern*

**Dong Da, Hanoi**

*Sep 2023 - Nov 2023*

- Completed **100+** hours of OutSystems training, focusing on Reactive Web Applications, data modeling, UI/UX design, and business logic.
- Built an e-commerce website as a capstone project with **6** core features using OutSystems, including user authentication, product catalogs, shopping carts, order processing, admin dashboard, and Excel file processing.

## PROJECTS

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### Information Station (Japanese Client)

*A content management system (CMS) to update news and articles about cable switching lines.*

**Cau Giay, Hanoi**

*Nov 2024 - Dec 2025*

- **Team size:** 8 members.
- **Role:** OutSystems Developer.
- **Responsibilities:**
  - Maintained and resolved bug tickets, implemented change requests from the client.
  - Developed a C# extension to generate secure passwords for the user's first login.
  - Customized the 'CKEditor 4' Forge component to support image file upload to AWS S3 instead of OutSystems' database.
  - Customized the 'Reactive Multiple File Upload' Forge component to support project's business validation rules on files and utilized AWS S3 Presigned URL for direct upload from client-side to reduce heavy loads to OutSystems' server by **60%**.
- **Technologies:** OutSystems, CKEditor, Oracle Database, AWS S3.

### Fibre Replacement Management System (Japanese Client)

*A system for managing the addition and update of cable switching lines.*

**Cau Giay, Hanoi**

*Dec 2023 - Oct 2024*

- **Team size:** 10 members.
- **Role:** OutSystems Developer.
- **Responsibilities:**
  - Maintained and resolved bug tickets, implemented change requests from the client.
  - Integrated large file upload and data import using:

- Custom JavaScript methods for client-side CSV file splitting.
- AWS S3 Presigned URL for direct file upload.
- BPTs to bulk insert **thousands** of records from the CSV parts on AWS S3 to OutSystems' database.
- Handled network exceptions and data format inconsistencies.
- Implemented session control using a database queue to resolve concurrency.
- **Technologies:** OutSystems, jQuery, BulkInsert, Oracle Database, AWS S3.

### Multipart Upload Reactive (OutSystems Forge)

Cau Giay, Hanoi

Open-source Reactive Web component for OutSystems Forge that enables large file uploads.

Jun 2025 - Present

- **Features:**
  - Chunked upload for large files (hundreds of MB to GB)
  - Parallel uploads for speed
  - Automatic cleanup of temporary chunks
- **Backend options:**
  - OutSystems Database (Base64 Binary)
  - AWS S3 (native multipart)
- **Technologies:** OutSystems, Amazon S3, JavaScript
- **Link:** <https://www.outsystems.com/forge/component-overview/21627/multipart-upload-reactive-o11>

### AI Smart Vision for Housing Management (University Capstone Project)

Cau Giay, Hanoi

A housing management system for detecting housing changes annually in Hanoi.

Jun 2024 - Aug 2024

- **Team size:** 5 members.
- **Role:** Software Developer.
- **Responsibilities:**
  - Integrated ML model API to analyze **100+** satellite images (2GB+) with **85%** accuracy in house detection.
  - Built high-performance API processing **70+** houses/second, storing data for **10,000+** houses in SQL Server.
  - Optimized visual rendering of **200+** house bounding boxes in **< 5** seconds per image.
  - Created **3** interactive dashboards visualizing housing data across **10+** urban areas for data analysis.
  - Developed export functionality for **10,000** records in multiple file formats, processing in **< 10** seconds.
- **Technologies:** OutSystems, P5.js, jQuery, REST APIs, SQL Server, AWS EC2, AWS S3.
- **Demo:** <https://personal-dbgigzso.outsystemscloud.com/AISV4HM/>

## EDUCATION

### Swinburne University of Technology

Hanoi, Vietnam

Bachelor of Information and Communication Technology

Sep 2021 - Aug 2024

- **Major:** Software Technology
- **GPA:** 3.67/4.00
- **Related Coursework:** Interface Design and Development, Advanced Web Development, Data Structures and Patterns, Object Oriented Programming, Cloud Computing Architecture, Software Testing and Reliability.

## CERTIFICATIONS

Web Developer Specialist (O11)

Jan 2025

Architecture Specialist (O11)

Oct 2024

Front-end Developer Specialist (O11 and ODC)

Apr 2024

Associate Developer (O11)

Feb 2024

## ENGLISH PROFICIENCY

IELTS: 7.5/9.0

Issued by British Council.

Oct 2020