

Luong Trac Duc Anh

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SKILLS

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

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

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

Cau Giay, Hanoi

Bachelor of Information and Communication Technology

Sep 2021 - Aug 2024

- **Major:** Software Technology
- **GPA:** 3.67/4.0
- **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