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)   **Cau Giay, Hanoi**
OutSystems Developer   *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   **Dong Da, Hanoi**
OutSystems Reactive Web Developer Intern   *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)   **Cau Giay, Hanoi**
A content management system (CMS) to update news and articles about cable switching lines.   *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)   **Cau Giay, Hanoi**
A system for managing the addition and update of cable switching lines.   *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.
  - o 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:**
  - o Integrated ML model API to analyze **100+** satellite images (2GB+) with **85%** accuracy in house detection.
  - o Built high-performance API processing **70+** houses/second, storing data for **10,000+** houses in SQL Server.
  - o Optimized visual rendering of **200+** house bounding boxes in **< 5** seconds per image.
  - o Created **3** interactive dashboards visualizing housing data across **10+** urban areas for data analysis.
  - o 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*

- o **Major:** Software Technology
- o **GPA:** 3.67/4.00
- o **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*