

NGUYEN LE HUNG

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Overview

- Proactive and analytical Knowledge Engineering student with **hands-on experience in bridging business operations and technology** within a global banking environment. Passionate about **analyzing complex business processes** and leveraging technology to drive efficiency and solve problems. Eager to build a long-term career in **technology consulting**.

Education

VNUHCM – University of Science, Ho Chi Minh City Oct 2022 – 2026 (expected)
B.Sc. Knowledge Engineering GPA: 3.1/4.0

- Key coursework: Economics, Applied Mathematics, Data Structure & Algorithms, Artificial Intelligence, Computer Systems, Computer Networking, Database Systems, Blockchain and Cryptocurrency, Natural Language Processing, Software Engineering.

Skills

- Business&Analytical Skills:** Project Management, Communication, **Business Process Analysis, Incident and Technology Change Management**, Problem-Solving, Research, IT Service Management (ITSM) frameworks (ITIL)
- Data&Visualization:** PostgreSQL, **Excel, PowerBI, Tableau**, Kaggle
- Programming:** Python, C/C++, JavaScript/TypeScript
- Frameworks/Libraries:** React, Node.js/Express, TailwindCSS, FastAPI, Hardhat, PyTorch
- Data/Dev Tools:** Git, Docker, Jira, Trello, Confluence, ServiceNow
- Soft Skills:** Project Management, Communication, Research, Problem-Solving
- Languages:** English – IELTS 7.0 (C1-Proficiency), Vietnamese – native

Experience

IT Production Services Intern – HSBC Vietnam Jul 2025 – Present

- Analyzed and resolved critical business process disruptions within an **ITIL-based** environment, bridging the gap between business users and technical teams to ensure adherence to SLAs and maintain **data integrity** for core banking applications.
- Designed and delivered a Business Intelligence dashboard using Power BI and Excel to analyze incident trends. The tool transformed operational data into actionable insights, enabling data-driven **risk management** and decision-making for stakeholders during weekly service review meetings.
- Presented Root Cause Analysis (RCA) findings for all major incidents to stakeholders, providing strategic recommendations to enhance system stability and support **regulatory compliance** objectives.

Research Intern – DPNM Laboratory, POSTECH Jun 2024 – Sep 2024

- Led study on high-performance crypto back-testing platform (React + Node.js + PostgreSQL).
- Delivered 20-page whitepaper and live demo to faculty; co-authored ACM ICBC 2025 submission (under review).

Projects

Incident Analysis & Reporting Dashboard *Internal Project at HSBC*
Developed a Business Intelligence dashboard to transform raw incident data into actionable insights for the IT Production Services team.

- Semi-automated data aggregation and visualization using **Power BI** and **Excel**, replacing a manual reporting process and providing stakeholders with real-time visibility into system health.
- The dashboard became a key tool for weekly service review meetings, enabling data-driven **risk management** and informing strategic decisions to improve system stability.

Cryptocurrency Back-Testing Platform *Demo*
*Designed a platform to help researchers validate complex **financial trading strategies**, automating the testing process against historical market data.*

- Focused on creating a streamlined user experience that reduced manual setup time for financial researchers by **90%**.
- Implemented a high-performance simulation engine (Node.js + PostgreSQL) capable of processing over **100k** trades/min.

Movie Review Aggregator & Aspect Sentiment

GitHub

*Developed a data tool to analyze **the latest, large volumes of** customer reviews, helping extract key business insights on product strengths and weaknesses.*

- Engineered an automated data pipeline using Python to aggregate unstructured text data from multiple web sources.
- Applied an NLP model to perform sentiment analysis, delivering structured reports with an **85%** macro-F1 score.

Steam Game Market Dashboard

Tableau Public

Interactive Tableau dashboard built from a Kaggle dataset.

- Used the **Steam Games Dataset** (Kaggle) with 7 categories.
- Performed light cleaning & schema modeling directly in **Tableau**; joined tables on **app_id**; built **calculated fields** (e.g., review ratio, price buckets), **parameters**, **LOD expressions**, and **dashboard actions**.
- Designed interactive views: genre popularity, release-year trends, price vs. review ratio, publisher breakdown, and language support.