

# NAM HOANG

(334) 492-4343 ◇ Troy, Alabama

[hoangducnam.work@gmail.com](mailto:hoangducnam.work@gmail.com) ◇ [linkedin/nam-hd](https://www.linkedin.com/in/nam-hd) ◇ [github/nam-ruto](https://github.com/nam-ruto) ◇ [namper.tech](https://namper.tech)

## EDUCATION

### Troy University

Bachelor of Computer Science

Expected 2026

GPA 3.67

**Relevant Coursework:** Discrete Mathematics, **Data Modeling**, Applied Statistics, Data Structures and Algorithms, Operating Systems, Computer Network

## SKILLS

### Programming

Python, R, C#, C++, Java, JSON, Bash, SQL, HTML, CSS

### Tools & Framework

Git, Microsoft Azure, SQL, Spark, Docker, Tableau, Airflow, .NET, Flask, FastAPI

## EXPERIENCE

### The George Washington Institute (ISODS)

Software Engineer Intern

Remote

June 2024 - Dec 2024

- Collected data from diverse sources for the training and **fine-tuning** of large language models. Employed data cleaning and preprocessing, improving data quality by 30%, which resulted in optimized model performance
- Designed and implemented an **RAG** system, enhancing AI Chatbot services with a 20% increase in response accuracy and relevance
- Built a robust backend using **Flask** to handle chatbot service logic, including user query processing, model integration, session management, and interaction flow

### FPT Software

Data Engineer Intern

Vietnam

May 2024 - August 2024

- Developed a **Data Interface** library capable of retrieving data from multiple database systems and cloud platforms, enhancing data accessibility and integration
- Integrated this module into the **ETL** pipeline, enabling seamless extraction, transformation, and loading of data from diverse sources, including SQL Server, **AWS S3 Bucket**, and **Azure Blob Storage**
- Implemented optimized database queries and efficient data handling techniques, achieving a 30% reduction in ETL execution time and significantly improving system responsiveness

## PROJECTS

### University Assistant Chatbot (Hackathon project)

November 2023

- Developed an AI-powered chatbot using the **Retrieval-Augmented Generation (RAG)** technique to assist students with academic program inquiries, degree information, and campus resources
- Built a full-stack solution with a **Flask** frontend and **FastAPI** backend, integrating the **all-MiniLM-L6-v2** model for precise data retrieval and embedding

### ETL Process For Online Retail Data

January 2024 - February 2024

- Built an **ETL** process that extracts raw data from PostgreSQL, implements **DBT** models for data cleaning, and loads data into Google BigQuery

## HONORS AND REWARD

- Chancellor's List - Spring 2024:** Recognized for academic excellence
- MVP of TroyHack 2024:** Led a team of 3 members in developing an AI Chatbot solution during 24-hours Hackathon, achieving the MVP title