

# NGUYEN MINH TRUNG

AI/ ML Engineer/ Data Scientist

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## CAREER OBJECTIVE

Finding a position as a Data Scientist/AI&ML Engineer at a Data-driven organization that has a well-defined data analysis pipeline. Be able to perform analytics about sales, products, cost, profit, and customer behavior. Have a chance to practice building end-to-end data driven system and applying Deep Learning models, MLOps and Cloud.

## EDUCATION

### University of Melbourne, Australia (03/2019 – 01/2021)

*Master of Science in Data Science, Statistics and Computer Science*

- Graduated with High Distinction grade, GPA 8.1

### University of Sydney, Australia (03/2015 – 07/2018)

*Bachelor of Computer Science and Technology*

- Graduated with Distinction grade, GPA 7.9.

## EXPERIENCE

### TECHCOMBANK

*Data Scientist at Advanced Analytics Department*

Hanoi, Vietnam

05/2025 – Present

#### Data Science

- Migrate and rebuild Segmentation model on Cloud (Databrick)
- Save substantial effort compared to running model on-prem
- Model generates 10 billion VND Total Operating Income every month
- Customer propensity model to assign score to each product per customer. This will be the input to the Lead Allocation Service (LACE).

#### Optimization

- Develop and maintain Lead Allocation service to automate lead assignment to branch and sale.
- Improved the process and speed of manual lead assignment by 80%
- Implement in Java using OptaPlanner and Constrained optimization

#### AI Engineer

- Person-in-charge of Personalization project “Marketing AI Agent”
- Utilizing LLM Agent to craft suitable messages in app for each customer based on their behaviours
- The objective is to increase customer’s engagement and awareness, thus encouraging them to buy bank’s product

### VIETTEL AI

*Machine Learning Engineer*

Hanoi, Vietnam

12/2022 – 04/2025

#### Data Analytics

- Analysing user watching behaviours on Myclip.vn
- Clean and prepare log data
- Design A/B testing strategy for video recommendation system
- Design database and data pipeline for the recommendation system
- Collect user clickstream behaviours data on website to measure the performance of recommendation system
- Experiment building Kedro pipeline and MLflow for Machine Learning

#### Deployment

- Design pipeline to migrate recommendation system from onprem to Kubernetes clusters
- Deploy Kafka for data ingestion
- Deploy Postgresql, Redis, Milvus for data storage on Kubernetes using Helm Chart
- Deploy Airflow and run batch jobs to generate artifacts for recommendation model
- Deploy streaming jobs to receive data from kafka topics
- Write Helm chart to deploy Recommendation API server application
- Setup Prometheus and Grafana for performance monitoring
- Apply ArgoCD for automatic deployment

### BIDV – Bank for Investment and Development of Vietnam

*Data Analyst at Digital Banking Center*

Hanoi, Vietnam

03/2021 – 11/2022

- Perform data cleaning and transformation to prepare data as input for the model using Python and PySpark
- Using SQL to query, and prepare data for further analytical tasks
- Analyze and build a Machine Learning model to get insights into Customer churn behavior
- Design and build analytic dashboards to provide information for the business team (Tableau)
- Perform customer segmentation analysis using RFM

## TECHNICAL SKILLS

**Programming:** SQL, Python and R for Data Analysis and Modelling

**Machine Learning:** Sk-learn, PyTorch, Keras, PySpark

**Data Pipeline:** Apache Airflow, PostgreSQL, Redis, Milvus, MinIO, Kafka

**BI Tools:** Tableau, PowerBI, Superset

**MLOps:** Kubernetes, Docker, MLFlow, SeldonCore, Google Cloud Platform