

# NHA DO

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## EXPERIENCES

### AT&T Inc.

January 2023 - Present

#### Data Engineer

Dallas, Texas

- Managing cloud data infrastructure and the connector between Service Now and Snowflake. Delivering tables, views and custom views in Snowflake environment to quickly respond to business requirements for the data need.
- Building out custom SQL ETLs in Snowflake Big Data environment to enhance automated reporting and provide shared access solution to support cloud customers which will save \$60 million annually.
- Creating multiple meaningful data products in broadband, wireline, wireless, financial, promotion, consent and privacy sectors, which have been used by thousands employees across AT&T.
- Conducted data analysis to create an automated and cloud-based solution which can save 2000 hours a year of manual checking and will affect to nearly 2 million AT&T subscribers. Modernized the process of eligibility checking for mobile device promotions.
- Created and maintained automated anomaly detection tools in Databricks to modernize the current manual process of monitoring daily reports, which can save hundreds of hour per year. Documented, organized technical specifications.

### AT&T Inc.

June 2022 - September 2022

#### Network Engineer Intern

Middletown, New Jersey

- Created business and custom reports within DEEP/ Palantir Platform using JavaScripts, HTML, CSS, PostgreSQL.
- Transitioned multiple data sources using SQL and PySpark from on-premises system into cloud in Snowflake/DEEP.
- Designed a new landing page in DEEP to centralize all Slate reports for easier access.
- Developed a Machine Learning-based software solution to evaluate car accident index.

### UCLA Speech Processing and Auditory Perception Lab

June 2021 - September 2021

#### Undergraduate Research Assistant

Los Angeles, California

- Cleaned and analyzed speech dataset of children in different regions across the country.
- Trained and evaluated the efficiency of the Transformer Model for Automatic Speech Recognition.

## AWARDS

### AT&T Connection Award

November 2023/ February 2025

Recognition for accomplishments in developing automation tools and profitable data products.

### AT&T TDP Hacks Machine Learning Winner

February 2024

Designed and developed a Machine Learning model for Natural Language Processing Binary Classification.

## TECHNICAL SKILLS

**Programming:** Python, C/C++, Matlab, Java, JavaScript, HTML, CSS

**Databases:** Snowflake, PostgreSQL, SQL Server,

**Open-source Frameworks:** Spark, TensorFlow, Keras, Scikit-learn, NLTK, OpenCV, Bootstrap

**Other Software/ Tools:** Databricks, Microsoft Azure, DEEP/Palantir, Power BI, Adobe,  $\LaTeX$ , Linux, Git/Github

**Language:** Vietnamese, English

## CERTIFICATIONS

### Microsoft Azure Fundamentals

2024

Microsoft

### Generative AI with Large Language Models

2023

Coursera

## EDUCATION

### University of California, Los Angeles (UCLA)

Los Angeles, California

Bachelor of Science in Electrical Engineering

December 2022