Pham Hoang Tuan
Software Product Engineer

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The online version is available at
  https://phamhoangtuan.github.io/cv

Residence
Vietnam

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Languages
Vietnamese, English

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(+84) 9 0977 0891

Professional Experience

Aitomatic, Inc., Remote (Vietnam)

Software Product Engineer

Mar 2021 - Present

- Accomplished the development of a question-answering product by utilizing Large Language Models (LLM), leading to enhanced document interpretation and agent reasoning processes.
- Achieved cost-effective scalability in Kubernetes clusters by employing Terraform and Terragrunt, leading to automatic utilization of the most suitable spot instances based on cluster usage.
- Facilitated UI-based ML model building and data inference by developing a service API with FastAPI.
- Supported product development by constructing framework libraries based on OOP philosophy.
- Enhanced anomaly detection by developing a weekly/daily ETL pipeline that ingests and transforms coldchain data from customers into parquet format, leading to positive customer feedback.

`Python` `AWS` `Kubernetes` `Terraform` `FastAPI` `LLM` `Github Actions`

SP Digital, Singapore

Senior Data Engineer

Feb 2019 - Feb 2021

- Successfully upgraded data infrastructure to a newer version without downtime by carefully managing and scheduling updates over 3 months.
- Decreased model training time by 30% and increased accuracy by 45% by creating and managing a system that gathers, transforms, and feeds useful information to a predictive model for electric meter replacement.
- Improved code performance and readability by establishing SQL coding standards and recommending an effective platform for SQL code management.
- Reduced the Mean Time To Repair (MTTR) of data lakes by developing Python scripts for automatic data monitoring.
- Contributed to the creation of an 80% accurate 48-hour price prediction model by developing hourly Kubernetes jobs that ingest electric price data.

`Python` `Java` `Talend` `Hadoop` `Spark` `Azure` `Kubernetes`

Honestbee, Singapore

Data Engineer

Sep 2016 - Jan 2019

- Ensured clean and accurate reporting for the BI team by building a data pipeline that processes and stores user, order, behavior, and third-party data.
- Increased overall performance by 25% for product ranking and recommendation systems by optimizing queries.
- Ensured uninterrupted data services by maintaining the high availability of legacy data infrastructure.

`Python` `AWS` `Airflow` `Postgres` `Docker` `Mesos` `Looker`

Review: [Nick Young, Head of Data](#)

Education

Master degree in Knowledge Engineering, NUS, Singapore [2015 - 2016]

Bachelor degree in Software Engineering, FPT University, Vietnam [2009 - 2013]