

# HUNG PHAM

## Senior Software Engineer

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## WORK EXPERIENCE

### Senior Software Engineer

#### FPT Americas

📅 November 2022 - current 📍 Richardson, TX

- **Led technical design and task management**, ensuring efficient sprint planning and delivery, improving sprint velocity by **30%**.
- **Mentored and interviewed 15+ engineers**, fostering a strong engineering culture and technical growth, reducing onboarding time by **25%**.
- **Acted as the go-to person for technical support**, resolving **90%** of complex cross-team issues within **24 hours**.
- **Conducted 100+ code reviews**, enforcing best practices, improving code quality, and maintaining system scalability, reducing production defects by **40%**.
- **Implemented real-time production monitoring** using AppDynamics and heap/thread dumps, identifying **5+ memory leaks, connection leaks, and deadlocks per quarter**, leading to a **50% reduction in performance issues**.
- **Designed and integrated Worldpay payment solutions**, improving transaction reliability and reducing payment failures by **35%**.
- **Developed and deployed a payment card reader solution**, expanding the application's payment capabilities and supporting **10,000+ transactions monthly**.
- **Led system design discussions**, creating documentation and architecture diagrams, enabling **faster decision-making and reducing system design errors by 20%**.
- **Investigated PII security issues**, proposed solutions, and ensured compliance, reducing security vulnerabilities by **60%**.
- **Collaborated with product and design teams to enhance UI/UX**, leading to a **20% increase in user engagement and a 15% improvement in website usability scores**.
- **Proactively detected and resolved production issues**, reducing incident resolution time by **50%** and improving system uptime to **99.9%**.
- **Conducted root cause analysis (RCA) and post-mortems**, implementing preventive measures that minimized recurring issues by **30%**.
- **Provided customer-facing technical support**, resolving **95% of stakeholder concerns within SLA**, improving customer satisfaction scores by **15%**.

## CAREER OBJECTIVE

Experienced Senior Software Engineer with 6+ years of expertise in software development, system design, technical leadership, and production monitoring. Strong background in full-stack development, search optimization with Elasticsearch, AWS services, and Mendix UI development. Skilled in mentoring engineers, conducting code reviews, and leading production support efforts. Successfully led a team of 15-20 engineers while supporting client employees, earning an exceptional performance review from both clients and leadership. Proven ability to collaborate with stakeholders to deliver scalable, high-performance applications.

## EDUCATION

Engineer's degree

**Posts and Telecommunications  
Institute of Technology**

📅 April 2022

🎓 Graduated

## SKILLS

- Backend Technologies: Java 8+, Spring Boot, Apache Kafka, Spring Cloud
- Frontend Technologies: Angular, JavaScript, TypeScript, HTML5, CSS, jQuery, Dojo, UI/UX Enhancements
- Cloud & DevOps: AWS (S3, EC2, Lambda), Kubernetes, Docker, CI/CD (Jenkins, GitHub Actions, CircleCI)

- **Worked closely with cross-functional teams (Engineering, DevOps, and Support)**, ensuring system reliability and reducing major incidents by **40%**.

## Senior Software Engineer

### FPT Software

📍 Ho Chi Minh, VietNam

- **Led technical task management**, breaking down complex projects into achievable milestones, improving sprint efficiency by **30%** and ensuring **95% on-time delivery**.
- **Interviewed and mentored 5 engineers**, helping build a strong technical team and fostering a culture of best practices, reducing onboarding time by **25%**.
- **Served as the go-to person for technical support**, assisting developers and resolving **90% of complex system issues within 24 hours**.
- **Conducted 100+ code reviews**, ensuring high-quality, maintainable, and scalable code across teams, reducing production defects by **40%**.

- **Database & Search Optimization**: PostgreSQL, Oracle DB, My SQL, Redis, Elasticsearch (Full-Text Search Implementation)
- **Payments & Security**: WorldPay Integration, Payment Card Readers, PII Compliance, OAuth2, JWT
- **Web Services & APIs**: RESTful APIs, HTTP Protocols
- **Low-Code Development**: Mendix
- **Task & Team Management**: Agile, Jira, Sprint Planning, Technical Leadership.
- **Customer & Stakeholder Communication**: Technical Reports, RCA (Root Cause Analysis), Solution Provider, Incident Resolution
- **Other Programming Languages**: C++ (used in past student projects), Python (Researching), Flutter (Researching)

## Software Engineer

### FPT Software

📍 Ho Chi Minh, VietNam

- **Implemented full-text search using Elasticsearch**, improving search performance by **50%** and accuracy in large-scale applications, reducing search response time by **40%**.
- **Developed an R&D UI project for a tollway management system** using Mendix, gaining experience in low-code platforms and delivering the project **20% ahead of schedule**.
- **Built custom UI components in Mendix**, improving application usability and modernizing interfaces, resulting in a **25% increase in user satisfaction**.
- **Worked with AWS services**, including Amazon SES for email services and S3 for storage solutions, optimizing cloud resource usage and reducing costs by **15%**.
- **Developed RESTful web services** and worked extensively with HTTP protocols, ensuring seamless API integration, reducing API failure rates by **30%**.
- **Implemented frontend components using HTML5, CSS, jQuery, and Dojo**, enhancing user experience and increasing page load speed by **20%**.