

# LE PHAM HOANG PHUONG

## AI ENGINEER

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### SUMMARY

Final-year Computer Science student specializing in software development and data-driven problem-solving. Skilled in data modeling, Machine Learning & Deep Learning, and Data Science techniques, aiming to grow as an AI Engineer.

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### WORK EXPERIENCE

**Business Development Executive - Shinhan Finance, HCMC** **April, 2024 – June, 2025**

- Managed customer data, loan processing, and documentation with full compliance.
  - Analyzed credit data, achieving **28% loan approval rate** and **10% faster approvals** for low-risk cases.
  - Served as main client contact, driving **35% re-loan rate** through effective communication.
  - Collaborated with sales & risk teams to improve workflow efficiency and customer experience.
  - Collaborated on internal projects to optimize product marketing and service workflows.
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### SKILLS

- Language: Python, SQL, JavaScript, Java, C/C#.
  - Deep Learning & ML: PyTorch, TensorFlow, Scikit-learn, Pandas, NumPy.
  - Specialization: NLP (Transformers/FinBERT, LSTM), Reinforcement Learning (DQN), Time-series Forecasting.
  - MLOps & Tools: ETL Pipelines, Git, Docker, FastAPI, Streamlit, Postman, MongoDB.
  - Concepts: OOP, Data Structures, Model Optimization, RAG (Retrieval-Augmented Generation).
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### PROJECTS

**Multimodal Financial Trend Prediction with ROI Analysis** 🔗 **September, 2025 – Present**

- Engineered a multimodal prediction system fusing OHLCV time-series and FinBERT news sentiment to capture market trends.
- Designed a DQN-based RL agent to optimize Buy/Sell/Hold decisions in a custom trading environment.
- Validated strategy via rigorous backtesting, achieving superior ROI and Sharpe Ratio compared to traditional baselines.

**Tools:** Python, PyTorch, Hugging Face (Transformers), Scikit-learn, Pandas, NumPy, DQN Agents, Matplotlib.

**Point of Sale (POS) Web Application for Phone Retail Store** 🔗 **October, 2024**

- Developed a Full-Stack POS application using Node.js/Express.js, architecting a RESTful API to manage core transactional and inventory data operations.
- Integrated MongoDB to handle high-volume sales and product inventory, ensuring real-time stock tracking and efficient data retrieval.
- Delivered robust Inventory and Transaction Modules, enabling staff to process sales quickly and providing Admin Dashboard reports for critical business insights.

**Tools:** Node.js, Express.js, MongoDB, RESTful API, Postman, HTML/CSS, Bootstrap.

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### EDUCATION

**Bachelor of Computer Science, Ton Duc Thang University** **October, 2021 - April, 2026**

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### CERTIFICATION

Cambridge English: Preliminary B2 **January, 2023**