

Quan Mai

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EDUCATION

Concordia University

2024-2027

Bachelor of Computer Science, GPA: 3.62

- Selected courses: Probability and Statistics, Calculus I & II, Data Structures and Algorithms, Discrete Math

Lasalle College

2018-2021

Advanced Diploma in Computer Science (Profile Network Management and Security)

PROJECTS

Financial Research Analyst Tool



Python, OpenAI, FAISS, FastAPI, Docker, Streamlit

- A **RAG** application that allows users to analyze multiple financial articles by asking natural language questions grounded in the source content.
- Utilized **FAISS** vector database engine for storage and retrieval of vectorized data (created by OpenAI embedding model)
- Created API endpoints with **FastAPI** to manage queries and responses.
- Containerized the application using **Docker** for streamlined deployment.

EXPERIENCE

MedBrain

Hanoi, Vietnam

Product Owner/ Cofounder

Aug 2023 - Sep 2024

- Contributed to the development and growth of the company's flagship product - **Viceph** - a comprehensive web-based platform for orthodontists - recipient of the Honorable Mention for the 2025 Ortho Innovator Award from the American Association of Orthodontists (AAO)
- Coordinated with a team of multidisciplinary experts and clients to implement new features and revamp UI/UX and pricing models, boosting the company's active user base by **30%** and converting **60%** of them into **paid customers**.
- Led sales activities such as online/offline knowledge-sharing seminars and customer outreach strategies.
- Established partnerships with medical institutions and key opinion leaders/key opinion consumers (KOL/KOC) in orthodontics.

IC360 Solutions

Ottawa, Canada

Technical Support Engineer

Aug 2023 - Sep 2024

- Collaborated with clients across different industries and provided solutions leveraging technology and seamlessly integrating it into businesses.
- Provided technology solutions and customer support using M365 solution suites (including Azure, hybrid Active Directory, Microsoft 365 Security, Intune, etc..)
- Configured and troubleshooted network issues from vendors such as Cisco Meraki and Fortinet on different networking appliances.

Microage NWD

Laval, Canada

Network Analyst

Jul 2021 - Sep 2022

- Proactively monitor and ensure the performance of our client IT environments using the N-central - Remote monitoring and management system.
- Fulfill requests and resolve incidents within the required SLAs. Implementation and support of data backup and restore technologies using Veeam.
- Document and maintain records of repair information in both French and English in internal ticketing system.

TRAININGS AND CERTIFICATIONS

- **Machine Learning specialization:**

Feb 2025

Stanford University and DeepLearning.AI (Coursera)

- **AWS Certified Cloud Practitioner**

Jul 2023

- **Microsoft 365 Certified: Enterprise Administrator Expert**

Feb 2023