



Nam Thang Quach

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My favorite quote: "Don't be afraid to fail, be afraid not to try"

Overview

- I am a Senior Software Engineer with over 10 years of experience in developing high-performance, scalable software solutions. I have a strong background in backend development, cloud technologies (AWS/Azure), and Agile teamwork. As a technical leader, I focus on delivering quality products, improving team efficiency, and solving challenging technical problems.
- Key Skills
 - Languages: C#, Python, JavaScript
 - Frameworks: .NET Core, RESTful APIs, MVC
 - Cloud Services: Azure, AWS
 - Databases: Oracle, SQL Server, MongoDB, PostgreSQL
 - DevOps Tools: Docker, Jenkins, Terraform, Azure DevOps, GitHub Action
 - Methodologies: Agile (Scrum, Kanban), OKRs
 - Soft Skills: Team leadership, problem-solving, mentoring, and cross-department collaboration
- Targets:
 - Short-term: A key person in the organization. Creating, developing, and releasing highly valuable products, becoming an Engineering Manager or higher level.
 - Long-term: CTO level or higher.

Certificates

- English Score 374 (10-2024) ~ B1 level
- Data Structures and Algorithms (Udacity 12-2024)
- AWS Cloud Architect (Udacity 11-2024)
- AWS Cloud Developer (Udacity 09-2024)
- MongoDB Associate Developer (03/2024)

Education

- Hanoi University of Science and Technology (2006-2009)– Mechatronics Engineering
- Hanoi University of Science and Technology (2009-2012) - Associate Degree in Information Technology
- Posts and Telecommunications Institute of Technology (2022-Now)– Software Engineer

Working Experiences



Technical Team leader

Company: **FPT Software**

Nov 2023 – Present

- Working with FPT Software's biggest US client
- Communicate with PO, PM, and Team members to develop new backend features based on customer requirements
- Enhance and upgrade the current legacy backend components
- Fix bugs and resolve production issues.
- Containerization of traditional/legacy web app to reduce operation costs

- Working as a senior software engineer in the team, code review, collaborating with all teammates, supporting fresher and junior team members (team size: 5 members)
- Enroll in the training courses organized by FPT software to improve technical skills.
- Tech skills: React, JavaScript, .Net core, .Net framework, VB.Net, Oracle, PostgreSQL, GitHub, GitHub Action, Docker, AWS, Jenkin, Octopus, Terraform



Achievement

Best performance team in Q2-2024 by customer evaluation.



Technical Team leader

Company: **VSTV - Premium Pay-Tv Operator in Vietnam**

Jan 2019 – Nov 2023 (4 years 10 months)

- Manage, develop, and maintain websites and backend APIs, web services of K+.
- Manage, and empower the team (3 members) to become professional and highly effective using Jira, Agile development, OKR framework
- Provide highly scalable and available services to K+ customers, especially when there is a big football match.
- Coordinate with the sales and marketing dept to develop and optimize the purchasing process, increase sales rate, and renew.
- Ensure a secure Web system by performing annual pen tests and patches.
- Manages and monitors Azure services related to the team.
- Research and apply new technologies to the team and company to improve work efficiency.
- Secretary of the Youth Union from 2019: Organize activities to connect youth in the company and coordinate with organizations to organize sports and charity events.

Highlighted

- Research and apply Base system (Digital management contract, requests and approval workflow) to company => Reduce 80% approval time, 50% workload and avoid missing document.
- Resolved 2 big performance issues for the K+ website and authentication APIs (hosted in Azure) when the big football match started.
 - Issue related to Azure Redis cache limitation, the metric “operation process/second” was overloaded and did not exist in the Azure document → Resolve by increasing the Redis to a higher level.
 - Azure auto scale is too late before the football match started → Resolved by scaling out the system before at least 30 mins
- Integration with multiple payment services to provide more payment methods for customers.
- Yearly security fixing with Pentest partner.
- Build the metadata management backend for the K+ mobile app, Website.
- Build the DC-DR solution with the infrastructure team.
- Integration with the MSKY partner for publishing HBO content to the K+ App
- Centralization of all the application logs to Elastic Search and monitoring.
- Migrate all legacy applications using the .Net framework to .net core to improve service quality.
- Working with foreign partners (Stream Group, Irdeto, Akamai.) for some integration projects.
 - Scan the QR code on the TV/Mobile application to easily make a purchase.
 - Scan the QR code to log in instead of filling in the credentials.



Achievement

- Best employee of the year (2019) and got the trip to Paris to visit Canal+ corporation headquarters.
- Best department of the year (2022) for the IT department.



Co-Founder/Head of Software development (Freelancer)

Company: **Eatsy Health**

Jan 2020 - May 2022 (2 years 5 months)

- Build the app from scratch and successfully officially launched in early 2021, The app has 20k active users till the end of 2023.
- Managed the dev team (2 members full-time and 1 outsource member).
- Develop the backend system to meet business needs and app user needs.
- Planning backup and restore the database.
- Collaborate with BA, Testing, and nutritionists to research and put nutritional formulas into the app. Integrate nutrition data into the backend for a responsive data source.

Highlighted

- Understanding the challenges of a start-up company
- Understanding the importance of the Agile method during development.
- Understanding the lean startup and SDLC



Achievement

App got 20k active users after 2 years and continues growing.



OTT operation engineer

Company: **VSTV - Premium Pay-TV Operator in Vietnam**

Jul 2017 - Dec 2018 (1 year 6 months)

- Manage and operate the VOD backend services.
- Ensure OTT services work well under high peak events, watching, troubleshooting, and escalating to the higher level if needed.
- Optimize network infrastructure.
- Working with CDN and application partners to handle arising errors and propose new features to meet business needs.
- Make monthly and quarterly reports on service quality, and troubleshooting quality, and propose a service optimization plan.

Highlighted

- Understanding the Video streaming system and CDN
- Understanding the operation process and how to improve the process and service quality
- Experience when working with foreign partners (Indian partners and European partners)



Project Developer

Company: **VSTV - Premium Pay-TV Operator in Vietnam**

Jan 2015 - Jul 2017 (2 years 7 months)

- Development and maintenance, optimization report/features for CRM system using PL\SQL and Eclipse Report
- Extract customer data and configure promotion strategy in the CRM system.
- Built and released the automatic serving EPG (Electric programming guide) system using MySQL, ASP.NET, and Python. This project saves human work and time to provide more accurate data to the customer.

Highlighted

- Understanding how metadata be served from the broadcasting system to the satellite and forward to the customer.
- Understanding the UX improvements by providing accurate metadata to customers.



Database Developer

Company: **FPT Information System**

Apr 2012 - Feb 2015 (2 years 11 months)

- Working in the project team (8 members), collaborate with BA to develop the ERP reports for financial components (FA, AP, AR, GL) based on customer requirements
- Optimize SQL, PL/SQL query performance to improve report running time.

Highlighted

- Finance Customers: Maritime Bank, VietinBank, Bao Minh Insurance.
- Best development team of the year in (2013)