

# Thao Nguyen

## Business Intelligence Analyst - AI Software Engineer

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### PROFILE SUMMARY

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Results-driven software engineer specializing in data integration, robust system-to-system cooperation, and modern BI system infrastructure. Proficient at manipulating AI-powered analytics, and real-time data reporting to deliver automated, expandable, insightful data solutions across industries. Practiced in implementing data governance, security, and visualization tools to enable impactful business intelligence. Effective collaborator with cross-functional teams to create predictive and prescriptive analytics supporting strategic decision-making and operational efficiency. Dedicated to advancing organizations through adoption of cutting-edge BI technologies, AWS-based and other cloud solutions, and automation strategies aligned with current industry trends.

### AREAS OF EXPERTISE

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|------------------------|-------------------------|--------------------|
| ✓ System migration     | ✓ Cloud Solutions       | ✓ GenAI Solutions  |
| ✓ Data transformation  | ✓ Systems Architecture  | ✓ AI Automation    |
| ✓ Predictive analytics | ✓ Analytics & Reporting | ✓ LLM Applications |

### APPLIED RESEARCH PROJECTS

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#### Project Team leader - AI Software Development

Sept 2024 - Apr 2025

Algonquin College of Applied Arts and Technology

Ottawa, Canada

Led an AI project, NaviGATHER, an AI-powered recruitment assistant bridging academic theory with real-world applications by automating resume-job description matching, generating personalized cover and rejection letters, and providing actionable insights for optimization.

- Led AI project developing NaviGATHER, an AI recruitment assistant automating resume-job matching and personalized letter generation.
- Enhanced NLP capabilities applying fine-tuned LLM Hugging-face models, reducing resume and cover letter customization time by 25%.
- Engineered advanced AI models using TensorFlow, PyTorch, nltk, Spacy, Transformer libraries with LangChain integration.
- Implemented Azure DevOps and Azure Cloud for WebApp and AI service deployment, innovating CI/CD pipelines for increased system reliability.
- Directed cross-functional collaboration ensuring project requirements exceeded through clear communication and stakeholder engagement.

### WORK EXPERIENCE

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#### Lead Software Developer

Jan 2005 – Mar 2023

Tanner Vietnam Ltd. 

Ho Chi Minh city, Viet Nam

- Transformed, integrated, and validated complex data using XML, XSLT, XQuery, and BaseX.
- Automated data workflows and migration, improving efficiency by 50% and reducing manual errors.
- Developed and maintained cloud-based CMS and extendable reporting systems on Azure SaaS, managing 20,000+ active documents.

- Converted and managed diverse technical documents compliant with ATA iSpec 2200 and S1000D standards.
- Utilized Arbortext, PDF Reactor, and scripting tools to automate documentation processes and optimize data structures.
- Supported interactive data visualization and collaborated across teams using version control and cloud infrastructure for BI/AI solutions.
- Solved complex data challenges through strong analytical, communication, and project management skills.
- Centralized and modernized maintenance documentation for aircraft components, streamlining workflows and eliminating inefficiencies.

## EDUCATION

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### **Business Intelligence Systems Infrastructure - Graduate Certificate**

Sep 2025 – Present

Algonquin College, Ottawa, Ontario, Canada

GPA 3.76 – Fall 2025

### **Artificial Intelligence Software Development - Graduate Certificate**

Sep 2024 – Apr 2025

Algonquin College, Ottawa, Ontario, Canada

GPA 3.89 – Graduated with Honors

### **BSc Information Technology**

University of Natural Sciences, Ho Chi Minh city, Vietnam

### **International Software Developer Diploma**

Tata Infotech, India

## TECHNICAL PROFICIENCY

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Agile Methodologies, Scrum, Python, JavaScript, HTML5, CSS3, XQUERY, XSLT, SQL, BaseX, Pimcore, Git, Docker, Azure, AWS, Jira, Confluence, PDF Reactor, Ci/CD pipelines, RESTful APIs, Linux/Unix, Tableau, Power BI, Altair AI Studio (RapidMiner), Matplotlib

## ADDITIONAL QUALIFICATIONS

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AWS Cloud Practitioner -  
Training Badge



AWS Academy Cloud  
Foundation



Microsoft Certified Architect



Scrum Master



Software Project Manager  
 ScrumAlliance®