

Thao Nguyen

Business Intelligence Analyst - AI Software Engineer

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PROFILE SUMMARY

Results-driven software engineer of specializing in data integration, robust system-to-system cooperation, and modern BI system infrastructure. Professed 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

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

APPLIED RESEARCH PROJECTS

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

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

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

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

AWS Cloud Practitioner -
Training Badge



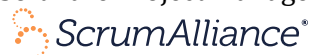
AWS Academy Cloud
Foundation



Microsoft Certified Architect



Software Project Manager



Scrum Master

