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

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

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. 🟨**T**   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.

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 Certified Cloud Practitioner

AWS Cloud Practitioner - Trained

AWS Academy Cloud Foundation

Microsoft Certified Architect

Software Project Manager

Scrum Master