

DOAN TRAN THUAN

IT Operations, Software Developer

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PROFESSIONAL SUMMARY

Graduated with a Computer Science degree from the International University - Vietnam National University Ho Chi Minh City (Class of 2025) with a solid foundation in Software Development & IT Operations. Professional experience includes significant internships at leading technology companies: PHP Programmer at DotB (2023), gaining practical experience in web development, & IT Operations Intern at Bosch Digital of Bosch Global Software Technologies Vietnam (2025). Currently working as an Application Operations Specialist at the Application Operations Center under the IT Department of Saigon Commercial Joint Stock Bank (Sacombank, Head Office), developing capabilities in IT Infrastructure & Operations Management.

CORE COMPETENCIES

Software Development & Web Technologies

- Frontend Development (2+ years): ReactJS, NextJS, HTML5, CSS3, JavaScript (ES6+)
- Backend Development (1+ year): NodeJS, ExpressJS, PHP, RESTful APIs
- CMS Development (2+ years): WordPress, Custom Themes & Plugins, Elementor

Database, Integration & Engineering Tools

- Database Technologies (2+ years): MongoDB, MySQL, Oracle, Elasticsearch
- Frameworks & Tools: TailwindCSS, Bootstrap, LangChain, Git, Postman, Figma

IT Operations & Application Support

- End-user support via SMT Ticketing system following ITIL processes (L2, SLA/KPI-based). Incident, problem investigation & change management support
- Oracle PL/SQL development for database management & performance optimization
- Support deployment of new features & hot-fix releases. Application server monitoring, maintenance & performance optimization.

PROFESSIONAL EXPERIENCE

Application Operations Specialist

Saigon Thuong Tin Commercial Joint Stock Bank (Sacombank)

Ho Chi Minh City, Vietnam

Dec 2025 – **Present**

TechStack: Temenos T24, JBasic

Team-size: 9+ members

- Still in progress
- Still in progress
- Still in progress

IT Operations Engineer - Intern

Bosch Global Software Technologies Vietnam

Ho Chi Minh City, Vietnam

Apr 2025 – Sep 2025

TechStack: ITSM, ServiceNow, Active Directory, Oracle SQL

Team-size: 8 members

- Support End-User via SMT Ticket following ITIL Process with defined SLA & KPI requirements (L2 Level)
- Contribute to problem investigation & change management processes. Work with Oracle PL/SQL for database management & optimization. Provide support for new feature releases & hot-fixes implementation
- Maintain & manage application servers to ensure optimal performance. Execute additional tasks & activities related to IT support as assigned by line manager.

Software Developer - Intern

DotB Educational Technology Joint Stock Company

Ho Chi Minh City, Vietnam

Apr 2023 – Apr 2024

TechStack: PHP, MySQL, Wordpress, SugarCRM, HTML, CSS

Team-size: 9+ members

- Optimized system performance through code refactoring & database query optimization across multiple client websites. Developed custom SugarCRM integration APIs enabling seamless data flow between Customer Relationship Management & WordPress platforms
- Built custom client websites from scratch, exceeding performance benchmarks & client expectations. Reduced website maintenance costs through implementation of automated update & backup systems.
- Collaborated with design & marketing teams to deliver cohesive digital solutions for education sector clients.

FREELANCE EXPERIENCE

Web Application Developer

Anh Quan Technology Co., Ltd. (AQTech)

TechStack: Wordpress, HTML, CSS

Ho Chi Minh City, Vietnam

Apr 2025 – **Present**

Team-size: 5 members

- Boosted conversion rates by designing & implementing responsive landing pages with advanced UX principles.
- Reduced page load times by 40% through custom WordPress theme optimization & performance enhancement techniques. Delivered custom WordPress plugins that automated business processes, saving hours weekly for client operations.
- Led technical documentation efforts for the development team, improving project handover efficiency

Web Application Developer

TheDigitalLab

TechStack: Wordpress, MailChimp, HTML, CSS

Ho Chi Minh City, Vietnam

Aug 2023 – Dec 2024

Team-size: 3 members

- Increased lead generation through development of high-converting landing pages & custom form integrations
- Automated marketing workflows by integrating custom forms with MailChimp, processing 50+ leads monthly
- Enhanced website functionality through strategic plugin research & implementation of performance-optimized solutions

PERSONAL PROJECTS

Social "Network"

TechStack: NodeJS, ExpressJS, NextJS, MySQL, Redis

This is a comprehensive **full-stack authentication system** built with modern web technologies. It demonstrates a production-ready authentication flow with secure token management, password hashing & session handling using HTTP-only cookies.

RAG-based Application for Web Frontend Development

TechStack: NodeJS, ExpressJS, ReactJS, MongoDB, Redis, LangChain, Elasticsearch, Kibana

Codfe is a state-of-the-art chatbot application developed using the MERN stack (MongoDB, Express, ReactJS, NodeJS) & powered by cutting-edge Large Language Models (LLMs) such as OpenAI's GPT models & Google's Gemini. The system combines Docker to host Elasticsearch & Kibana, providing a comprehensive AI-powered virtual assistant for developers. This chatbot is designed to provide contextual & accurate responses by leveraging RAG techniques & dedicated documentation for Front-end Developers. The system supports multiple LLMs & provides an unparalleled conversational experience with advanced document processing capabilities.

Movie Ticket Booking Platform

TechStack: NodeJS, ExpressJS, ReactJS, MongoDB

This project is a full-stack web application for booking movie tickets. It is built using the MERN stack (MongoDB, Express.js, ReactJS, Node.js) & offers a seamless & user-friendly experience for users to browse movies, select showtimes & book tickets online.

EDUCATION

Engineer in Information Technology

International University – Vietnam National University

Oct 2020 – Aug 2025

Ho Chi Minh City

CERTIFICATIONS

English Language Proficiency: IELTS Academic (B2 Level)

IDP – August 2025

The Complete JavaScript Course 2025: From Zero to Expert!

Udemy Bosch – July 2025

React - The Complete Guide 2025 (incl. Next.js, Redux)

Udemy Bosch – September 2025

ServiceNow ITSM from 0 to Hero

Udemy Bosch – September 2025

The Complete Full-Stack Web Development Bootcamp

Udemy Bosch – October 2025