Anthony Tran-Phan

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TECHNICAL SKILLS

Java, JavaScript, C#, SQL, Spring Boot, ASP.NET, Angular, React, Docker, CI/CD, Azure, Agile Software Development, AWS (CDK, Lambda, Serverless)

EXPERIENCE

Automobile Club of Southern California (AAA)   Costa Mesa, CA

Cloud & Generative AI Engineer   January 2025 - Present

- Built scalable, GenAI-powered chatbots using AWS to support call center agents across AAA's business units.
- Developed AI agents in AWS Bedrock using prompt engineering and multi-agent collaboration to resolve multi-context queries, delivering accurate answers at scale across 9 markets and 5+ products per market.
- Led efforts to integrate SSO login using AWS Cognito and Azure Entra ID, streamlining authentication.
- Configure and maintained cloud resources in AWS using CDK and Python, including Bedrock AI agents, Lambdas, IAM roles, and S3 buckets.
- Collaborate with senior engineers to troubleshoot and implement serverless infrastructure and logic improvements, enhancing system efficiency and reliability.

AT&T   El Segundo, CA

Software Engineer   July 2022 – January 2025

- Implemented features and performed bugfixes for the AT&T Fiber Reporting App, including building components, refactoring business logic, and designing UI layouts, enhancing the app's functionality and user experience using React, Node.js, and MySQL.
- Created and maintained database queries and REST APIs to allow for efficient and secure data transfer.
- Utilized Angular to build front-end components, integrate toast notifications, and create new pages.
- Collaborated with clients & stakeholders to clarify requirements, conduct demos, and align on future goals.
- Resulted in cutting contractor expenses by connecting 140 support employees to technical roles, with an annual cost savings of $1.2 million in 2023.

PROJECTS

Personal Finance Manager | C#, TypeScript, MySQL, Angular, ASP.NET, AWS

- Built a full-stack personal finance manager using Angular and ASP.NET, implementing user authentication, transaction tracking, and monthly financial reporting with dynamic categorization and balance calculation.
- Deployed on AWS using CDK, ECS, and RDS, enabling cloud-hosted access and secure database storage.
- Developed reporting and summary features, allowing users to view total income, expenses, and leftover balance per month, enhancing financial planning and analysis.

EBT Rescue | Spring Boot, Angular, AWS, MySQL

- Built a full-stack web service that helps users find locations of EBT-authorized retailers.
- Configured a MySQL database to store 200,000+ records using data sourced from the USDA.
- Implemented REST APIs on a Spring Boot backend to query the database for stores based off distance.

EDUCATION/CERTIFICATIONS

California State Polytechnic University, Pomona   Bachelor of Science in Computer Science

Udacity   Front-End Web Developer Nanodegree

SAFe® 5 Agilist Certified   Certified in the Scaled Agile Framework by *Scaled Agile Inc.*