Anthony Tran-Phan

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TECHNICAL SKILLS

Generative AI: Microsoft Copilot Studio, Prompt Engineering, Microsoft Power Platform (Dataverse, Power Apps) GitHub Copilot

Programming Languages: C#, CSS, HTML, Java, JavaScript, Python SQL

Tools & Frameworks: Angular, ASP.NET, Azure, Docker, Git, Maven, MySQL, Postman, React, Spring Boot

Technical Skills: Agile Development, API Development, Automation, CI/CD, Full Stack Development, Unit Testing

EXPERIENCE

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

Information Systems (IS) DevOps Engineer — January 2025 - Present

- Built Generative AI agents using Microsoft Copilot Studio to assist call center agents with insurance inquiries, improving productivity through automated responses.
- Trained AI chatbots on insurance policies and integrated knowledge sources, enhancing accuracy and reliability.
- Applied prompt engineering to guide conversations, ensuring clear, accurate, and context-aware responses.
- Captured user feedback and stored it in Microsoft Dataverse tables to track user activity and satisfaction.
- Automated deployment across development, testing, and production using Microsoft Power Apps pipelines, reducing manual errors and streamlining releases.
- Reduced call handle time, contributing to $70K in annual cost savings per second saved by optimizing AI chatbot responses.

AT&T — El Segundo, CA

Sr. Specialist Software Engineer — July 2023 – 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.
- Reduced application technical debt by optimizing the codebase to utilize design patterns and documenting previously undocumented code, resulting in a 20% increase in unit test coverage, and a 25% reduction in duplicate code lines.
- Collaborated closely with clients and stakeholders to clarify requirements, conduct demos, and align on future goals and business needs.

Specialist Software Engineer — July 2022 – June 2023

- Delivered new enhancements and features for an internal web application that connects AT&T employees to job opportunities across the company by leveraging skills in Angular, Java, and SQL.
- Utilized Angular to build front-end components , integrate toast notifications, and create new pages.
- Modified MySQL database tables and Spring Boot backend APIs to implement new business logic rules.
- Resulted in cutting contractor expenses by connecting 140 support employees to technical roles, with an annual cost savings of $1.2 million in 2023.

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.*