Nguyen Quang Ha

DEVOPS/CLOUD ENGINEER

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PROFESSIONAL SUMMARY

Highly motivated DevOps engineer with more than 4 years of experience. Designing and implementing systems with thousands to millions of users, helping customer to **optimize performance and cost efficiency**. Proficient in multiple DevOps tools and techniques, knowledgeable in solution architecting and system operating. Proven ability in collaborating with diverse teams, problem solving and managing successful DevOps initiatives.

EDUCATION

Sep 2018 – May 2023

Electric Power University, Ha Noi

Bachelor of Software Technology

PROFESSIONAL EXPERIENCE

April 2023 – Present | DevOps Engineer at Megazone VietNam, Ha Noi

- Played a dual role as a technical implementer and a solution architect, designing scalable, secure, and high-availability systems tailored to client needs.
- Contributed to the company's marketing efforts by writing technical blogs, delivering presentations, and speaking at industry events. **Result in sales increase by 80%.**
- Helping customer to optimize performance and cost efficiency in their system. Design and implement robust and expandable system along with well-defined development process and automate pipelines which help customer move fast and operate at ease.

June 2021 – March 2023 | Site Reliability Engineer at NTT Data VDS, Ha Noi

- Work as outsource member for Infrastructure team, develop and maintain Infrastructure for multi-department for Sky Deutschland.
- Providing infrastructure with 99.99% **availability,** well-architect and expandable on Google Cloud.
- React and resolve to critical incidents within **minutes**
- Designed and implemented automated processes for backups and upgrades across various platforms, including VMs, Vault, GitHub, Storage, and Kubernetes clusters, ensuring efficiency and reliability.
- Leveraged advanced automation tools like Terraform and Ansible to streamline workflows and enforce consistency.
- Utilized tools such as Kubernetes, Docker, Jenkins, Vault, and Veeam, ensuring robust infrastructure and service delivery.

HIGHLIGHT PROJECTS

Enterprise E-commerce System, USA, May 2024 – November 2024

- Designed and implemented an critical e-commerce system to serve **10+ millions users** globally.
- Implement critical **active-active** DR strategy, ensure fail-over won't affect the business.
- Utilize resources usage up to **95%** using Karpenter.

- Construct CI/CD processes to delivery **2 times** faster and save repetitive tasks.
- Improve response time to **2-digit miliseconds** using Route53 latency routing.

Key technologies and skills: AWS, Atlantis, Kubernetes, Terraform, New Relic.

Video Management System, USA, August 2024 – March 2025

- Reduce the **operation overhead** by transforming to serverless solution with ECS and Lambda.
- Improve cost saving to **40%** by implement ECS autoscaling with SQS queue.
- Easy to **expand and manage** with Nx and Monorepo strategy.
- Optimize Github Actions run time **30% faster** with new flow and caching.
- Define well-structured and comprehensive development process to **avoid conflict and faster delivery.**
- Implement pilot-light DR strategy, ensure **RTO less than 30 minutes** and still save the cost to 70% compare compare to tradition pilot light due to leveraging serverless.

Key technologies and skills: AWS (serverless), GitHub Actions, Nx Monorepo, TypeScript, Terragrunt, New Relic.

AI EdTech Platform, VN, August 2023 – December 2023

- Improve **performance to 30%** and **cost saving to 25%** by migrating to AWS and using Karpenter and autoscaling strategy.
- Migrated **8TB** of data file storage to AWS S3
- Applied CI/CD pipelines to automate the deployment process and avoid human errors.
- Centralize monitoring and logging with Grafana, Loki, Prometheus

Key technologies and skills: AWS, GitHub Actions, Terraform, Kubernetes

Customer Care System, KR, December 2024 - Present

- Work on a ticket based project and innovate a take-over system on Azure by redefine the Infrastructure management process and development process.
- Improve developer's friendly and document by applying IaC using Terraform for Azure Infrastructure and CasC using YAML configuration file for Azure DevOps pipelines.
- Reduce number of tickets to 50%.
- React to system incidents within **minutes** and quickly resolve within **an hour** with newly defined process.

Key technologies and skills: Azure, Azure DevOps, .NET.

Bank's AppEgnine PoC, VN, April 2024 – April 2024

- Collaborated with the Data team to develop an App Engine for a banking customer, supporting both real-time and batch processing.
- Delivered solutions that include: Low-latency APIs to **single-digit miliseconds**.k
- Batch report storage for later retrieval.
- Built the solution entirely on AWS, leveraging tools like AWS Glue, MSK, S3, RDS, Step Functions, CloudWatch, and various OpenSource tools.

Key technologies and skills: AWS, Terraform, Kubernetes, Data Ingestion, Monitoring.

CERTIFICATES

- **AWS Certified Data Engineer - Associate**
- **Linux Foundation Certified System Administrator (LFCS)**
- **Certified Kubernetes Administrator(CKA)**
- **AWS Certified DevOps Engineer - Professional**
- **AWS Certified AI Practitioner**
- **AWS Certified Solution Architect - Associate**
- **Hashicorp Certified - Terraform Associate**
- **Google Cloud Certified Professional Cloud Architect**
- **Google Cloud Certified Asscociate Engineer**