## Nguyen Minh Thai

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## Summary

DevOps Engineer with 3 years of experience delivering scalable solutions for US, UK, and Asia customers in the healthcare domain. Proficient in a wide range of DevOps and cloud technologies, with a passion for leveraging open source solutions, applying SRE principles, and mastering system design. Skilled in collaborating with diverse stakeholders and communicating fluently in English to deliver value-driven results. Committed to continuous learning and contributing to high-performing teams and impactful projects.

## Education and Certifications

**University of Engineering and Technology, Vietnam National University**

Bachelor's Degree in Computer Science                                                                                            April 2024

**Certification**

Certified Kubernetes Administrator                                                                         April 2023 - April 2026
Google Cloud Certified Associate Cloud Engineer                                                       Oct 2023 - Oct 2026
Aptis ESOL - Overal CEFR level: C                                                                                                Jan 2024

## Professional Experience

**FPT Software Customer Project**
**Site Reliability Engineer**                                                                                          Oct 2023 – Dec 2024

**Description**: A B2B eCommerce healthcare purchasing platform tailored for Asia clinics and pharmacies.
**Team members:** 14
**Technologies:**
- Observability: Elastic stack, Fluent Bit, Datadog, OpenTelemetry, Opsgenie, Statuspage
- Microsoft Azure: AKS, Container Storage, Container Registry, Key Vault, etc.
- Google Cloud Platform: GKE, Composer, CloudSQL, Pub/Sub, Stack Driver, etc.
- CI/CD platform: Azure DevOps, ArgoCD
- Infrastructure as Code: Terraform, Ansible
- Scripting: Python, Go
- Version source control: Azure DevOps
- Backend services are written in Go

**Responsibilities:**
- Design and implement a comprehensive observability and incident management system, including a high-level status portal for the management team
- Collaborate with stakeholders to define and build critical metrics, dashboards, monitors, and alerts, improving visibility into system performance and reliability
- Develop and maintained reusable Terraform modules to provision cloud infrastructure and automated pipelines, significantly reducing manual toil and deployment times
- Pilot proof-of-concept initiatives with open-source software to evaluate alternative solutions, enhancing system capabilities
- Investigate and resolve production incidents
- Provide guidelines and performed code reviews for observability-related contributions to maintain high standards and system consistency

**FPT Software Customer Project**
**Site Reliability Engineer**                                                        Aug 2022 – June 2024

**Description**: A multi-tenant cloud-based platform to accelerate digital health solutions.
**Team members:** 18
**Technologies:**

- Observability stack: Datadog, GCP Cloud Operations
- Google Cloud Platform: GKE, Composer, BigQuery, Dataflow, Cloud Run, CloudSQL, Firebase Crashlytics, etc.
- CI/CD platform: Jenkins, GitLab CI, Argo CD
- Infrastructure as Code: Terraform, Terragrunt
- Scripting: Python, Go
- Version source control: Bitbucket, GitLab
- Backend services are written in Java, and frontend applications are written in Angular and ReactJS

**Responsibilities:**

- Develop Terraform modules to provision and manage Google Cloud Platform infrastructure and third-party resources
- Leverage Terragrunt to manage platform infrastructure resources with multi-tenant architecture
- Develop and maintain CI/CD pipelines to perform testing, build, and deliver applications
- Design and develop Airflow DAGs for data transfer activities and monitoring operations
- Design and implement automation solutions to perform infrastructure operations
- Develop and continuously enhance the observability system with proof-of-concept and decommission outdated components
- Stay vigilant for applications and infrastructure abnormal behaviors and collaborate with stakeholders to perform root cause analysis and troubleshoot the issues

**University of Engineering and Technology, Vietnam National University**
**Backend Developer**                                                                 Jul 2023 – Dec 2023

**Project:** Thesis **-** UET App Distributor
**Description**: A low-cost automation platform for university students to easily launch web applications.
**Source code:** https://github.com/uet-app-distributor
**Team members:** 1
**Technologies:**

- Observability stack: Prometheus, Grafana
- Google Cloud Platform: Compute Engine, VPC, IAM, Cloud Storage
- Amazon Web Services: EC2, VPC, IAM, S3
- CI/CD platform: GitHub Actions
- Infrastructure as Code: Terraform
- Version source control: GitHub
- Programming languages and frameworks: Python, NodeJS, Django, ReactJS, Angular
- Others: MicroK8s, Appsmith, Nginx, Cloudflare, PostgreSQL, MongoDB, Alert Manager, NFS Server, DockerHub

**Responsibilities:**

- Planning, documenting, and designing platform architecture
- Design and develop scalable Terraform source code to provision and manage cloud infrastructure
- Develop backend applications to process requests from users and trigger automation pipelines
- Leverage low-cost open-source software Appsmith to build a frontend portal for end users
- Develop sample web applications for demonstration purposes
- Develop CI/CD pipelines to perform infrastructure as well as third-party resources (i.e Cloudflare) provisioning, tools, and web server deployment

**FPT Software Customer Project**
**DevOps Engineer**                                                    Dec 2021 – Dec 2022

**Description**: A digital health solution for clinics to connect doctors and patients
**Team members:** 3
**Technologies:**

- Cloud provider: Google Cloud Platform
- Container orchestration: Docker and Docker Compose
- CI/CD platform: Jenkins
- Infrastructure as Code: Terraform, Terragrunt
- Version source control: GitLab
- Backend services are written in Java, and frontend applications are written in ReactJS and Angular
- Others: Nginx, PostgreSQL, MongoDB

**Responsibilities:**

- Containerize backend and frontend applications
- Design, develop, and maintain Terraform and Terragrunt source code to manage cloud infrastructure
- Collaborate with the development team to troubleshoot application issues in different environments
- Develop and maintain application CI/CD pipeline

**Relevant Activities**

**FPT Software Academy**
**DevOps Mentorship Program**                                          Aug 2023 – Feb 2024

- Developed structured and detailed documentation for DevOps modules, including Kubernetes and Observability
- Delivered engaging and hands-on training sessions for multiple classes, mentoring 10+ participants on essential DevOps practices and tools.
- Assisted fellow mentors by auditing their content and sessions, ensuring quality, alignment with program goals, and consistent learning outcomes
- Conduct internal knowledge-sharing sessions about project experience, technical solutions as well as troubleshooting skills