

NGUYEN HUYNH MINH TIEN

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Date of Birth: 09/09/2000

OBJECTIVE

Build scalable, reliable, and business-aligned software products that deliver measurable value to users and operations. In the near term, focus on leading end-to-end delivery of CRM/Loyalty initiatives across architecture, implementation, integration, and production excellence. In the long term, grow into a senior full-stack engineering leader who combines strong technical depth with product thinking, team enablement, and continuous innovation in AI-enabled enterprise systems.

PROFESSIONAL SUMMARY

Full-stack Software Developer with 4+ years of experience delivering enterprise solutions, with strong focus on C#/.NET, ABP Framework, and Angular ecosystems. Hands-on experience across CRM, Loyalty, Healthcare, and GenAI use cases, including architecture design, feature ownership, third-party integrations (Haravan, Pancake, OneSignal, webhooks), and deployment-ready implementation for both web and mobile channels. Proven ability to lead technical execution in cross-functional teams (including Tech Lead responsibilities for teams up to 10 developers), manage backlog/features/tasks, and drive delivery quality from requirement clarification to release. Solid engineering foundation in microservices, clean architecture, caching and queue-based processing, performance optimization, load testing, and security hardening, with practical application of RAG/LLM pipelines and AI-agent-enabled workflows.

TECHNICAL SKILLS

- **Programming Languages:** C#, JavaScript, TypeScript, Node.js, Java, Python, Go
- **.NET Stack:** .NET Core 2.1, .NET Framework 4.6, .NET 6, .NET 9, .NET 10
- **Frameworks/Libraries:** ABP Framework, ASP.NET, Entity Framework, Angular, Tailwind CSS, PrimeNG, Bootstrap
- **Platforms & Tech Stacks:** CRM systems, Loyalty systems, GenAI modules, REST API integration, SignalR, OneSignal, Webhooks, RabbitMQ, Redis, Elasticsearch
- **Architecture & Patterns:** Clean Architecture, Microservices, Integration Patterns, MVC, Three-tier Architecture, Dependency Injection
- **Engineering Practices:** Caching strategies, queue processing, performance optimization, load testing, security hardening
- **AI Capabilities:** LLM applications, RAG pipelines, Embedded AI Agent integration
- **Cloud & DevOps:** Kubernetes (K8s), kubectl, Lens, k6, Azure, AWS, MinIO
- **Databases:** MSSQL, MySQL, SQLite, MongoDB, Redis
- **Tools:** Cursor, Claude, Git, GitLab, GitHub, Postman, VS Code, Visual Studio

SOFT SKILLS

- Self-learning and adaptation
- Teamwork and communication
- Planning and problem-solving
- Ownership and responsibility in delivery

WORK EXPERIENCE

Technical Specialist / Developer | FPT IS

Ho Chi Minh City, Vietnam | 01/2023 - Present

- Executed technical tasks based on project plans and detailed solution design.
- Developed custom features, integrations, and reports for enterprise customers.
- Investigated and resolved production incidents to keep systems stable.
- Configured system parameters to meet project and client requirements.
- Supported multi-project delivery across CRM, Loyalty, and GenAI domains.
- Managed and assigned development tasks for team members to improve execution efficiency.
- Collaborated with product owners and business stakeholders to clarify requirements and convert them into technical tasks.
- Participated in technical estimations, sprint planning, and release readiness activities.

Software Developer | FPT Software

Ho Chi Minh City, Vietnam | 02/2022 - 12/2022

- Implemented features for the Loyalty Network System for FPT Group.
- Delivered coding tasks and module updates according to sprint timelines.
- Worked with team members to maintain release stability and quality.

Freelancer Developer | AEMI Beauty

Ho Chi Minh City, Vietnam | 12/2021 - 01/2022

- Built an e-commerce website for beauty products.
- Developed responsive UI pages and core shopping workflows.

KEY ENTERPRISE PROJECTS

Loyalty System (ACFC) | FPT IS

04/2026 - Present | Role: Developer

- Developed loyalty and e-commerce workflows for customer engagement scenarios.
- Implemented reward redemption and gifting integrations for promotional programs.
- Integrated delivery and notification flows to complete end-to-end loyalty journeys.
- Designed and maintained workflows for earning points through purchases and converting points into rewards.
- Implemented integration flows for order delivery status and customer-facing notifications.
- Supported operational monitoring and issue fixes for key loyalty business flows.

CRM Healthcare (Mat Sai Gon) | FPT IS

09/2025 - 03/2026 | Role: Developer

- Developed CRM modules for lead, account, and booking business workflows.
- Integrated Pancake and built social-media chat interfaces for Facebook, Zalo, and Instagram channels.
- Coordinated development execution by assigning tasks and tracking progress across the dev team.
- Worked closely with operations teams to align CRM workflows with healthcare customer service processes.
- Improved task tracking and team execution by structuring feature ownership and sprint priorities.

CRM for GEIC (GEIC Industrial Equipment JSC) | FPT IS

06/2025 - Present | Role: Developer

- Implemented and maintained CRM features supporting key business workflows.
- Delivered enhancements and fixes to improve system usability.
- Developed and refined business modules for customer management, activity tracking, and reporting.
- Supported rollout phases by resolving defects and stabilizing newly released features.

CRM Next Product (FPT CX Suite) | FPT IS

03/2025 - Present | Role: Tech Lead

- Led a development team of up to 10 engineers for CRM Next product delivery.
- Managed tasks, feature planning, and backlog prioritization across sprints.
- Conducted technical research and defined implementation direction for new capabilities.

- Owned feature delivery from requirement refinement to deployment readiness.
- Reviewed implementation quality and coordinated with developers to keep architecture consistency.
- Worked with product and QA teams to ensure release quality and predictable sprint outcomes.

AI Content Generator System (Maison Online) | FPT IS

07/2024 - 03/2025 | Role: Developer

- Built RAG and LLM pipelines for fashion-product content generation use cases.
- Developed product image recognition features for fashion-item understanding.
- Implemented internet data crawling to enrich context and auto-generate product descriptions.
- Integrated generation workflows with <https://directus.io/> headless CMS for publishing and content management.
- Implemented prompt and retrieval strategies to improve description quality and consistency.
- Built processing flows to map generated outputs to product schemas used by business teams.

Loyalty System (Maison Online) | FPT IS

06/2023 - 06/2024 | Role: Developer

- Developed and integrated the Loyalty platform with <https://haravan.com/> e-commerce and mobile applications.
- Built loyalty functions including campaigns, point accumulation/redemption, gift redemption, and point conversion rules.
- Integrated notification flows using OneSignal and implemented membership tier re-evaluation logic.
- Improved performance for key loyalty features and transaction-heavy business flows.
- Delivered reusable service APIs for loyalty operations consumed by multiple channels.
- Improved runtime performance by optimizing hot paths in points and rewards calculations.

Loyalty Network System (FPT Group) | FPT Software

02/2022 - 12/2022 | Role: Developer

- Delivered coding tasks and features for an enterprise loyalty platform.
- Coordinated with stakeholders to complete milestones on schedule.
- Implemented business features under tight timelines for production rollouts.
- Contributed to issue triage and maintenance tasks after feature releases.

ACADEMIC AND PERSONAL PROJECTS

X2MINT | MERN, VNPay, Google OAuth2, Cloudinary

09/2021 - Present | Team size: 2

- Built a web platform for online multiple-choice contest management.
- Integrated VNPay for premium features and enabled social sharing.
- Owned analysis, design, coding, testing, and deployment (Heroku, Vercel).
- Link: <https://x2mint.vercel.app/>

VIETSHOP | Java, Android, SQLite, Firebase

05/2021 - 06/2021

- Developed an Android app for ordering food and household items.
- Performed system analysis, implementation, and testing.

Artist Style Transfer | Python, PyTorch, CycleGAN

05/2021 - 06/2021 | Team size: 7

- Applied CycleGAN to generate artistic photo styles and restore old photos.
- Supported model customization, training, and testing workflows.

X4FIT | Java Servlet, MongoDB, Bootstrap, Heroku

11/2020 - 06/2021 | Team size: 4

- Built a web app for technology content sharing and social interaction.

- Implemented post management functions and deployment tasks.

Dormitory Management | C#, WinForms, SQL Server

10/2020 - 12/2020 | Team size: 4

- Built desktop software for student accommodation and service management.
- Implemented key functional forms and database modules.

EDUCATION

Bachelor Engineer in Software Engineering

Ho Chi Minh City University of Technology and Education (HCMUTE) | 08/2018 - 08/2022

GPA: 8.74/10

CERTIFICATIONS

- English CEFR B2 (09/2022)
- Audio Classification with TensorFlow - Coursera (06/2021)
- Machine Learning Onramp - MathWorks (02/2021)
- TOEIC 625 (11/2020)
- Retrieving, Processing, and Visualizing Data with Python - Coursera (09/2020)

AWARDS

- Third Prize - FIS AI Hackathon 2025 (FPT IS), team UTOPX (UTOP)
- Student with 5 Merits (University Level): 2019-2020, 2020-2021
- Excellent Student: 2019-2020, 2020-2021
- ASEAN Student Contest on Information Security: 2020, 2021
- Mastering IT 2019: 2nd Prize (Specialized Grade)

ACTIVITIES

- Vice Leader, Google Developer Student Clubs - HCMUTE (08/2021 - Present)
- Executive Committee Member, Student Association - Faculty of IT (06/2020 - 11/2021)
- Volunteer, Entrance Exam Support Program - HCMUTE (08/2020 - 09/2020)

LANGUAGES

- Vietnamese: Native
- English: Professional Working

INTERESTS

- Writing technical blog posts to document solutions, architecture decisions, and practical development experiences.
- Producing academic and technical learning videos to explain engineering concepts in an easy-to-follow format.
- Building personal technical branding through <https://tiennhm.github.io> and <https://www.youtube.com/@TienNguyen09>.