



CONTACT INFO

-  April 26, 1991
-  +84 34 9588 993
-  namnhcntt@gmail.com
-  Hanoi, Vietnam
-  Male

EDUCATION

Hanoi University of Mining and Geology

Sep 2009 - Sep 2014

- Major: Information Technology
- Degree: Good

SKILLS

AI Tooling & Frameworks

Claude Code CLI, GitHub Copilot, Cursor, Antigravity, NotebookLM, MCP, LiteLLM (Gateway), Langfuse. Agentic UI (CopilotKit), LangGraph, Agno Framework, Google ADK.

LLMs & Models

Gemini, Claude, GPT, GLM, MiniMax, Kimi. Local/offline models (Gemma, Flash) via LM Studio, Ollama.

Architecture & Design

Microservices, Modular Monolith, Spec-driven design, TDD, Event-driven Architecture (Sync/Async).

NGUYEN HOAI NAM

AI SOLUTIONS ARCHITECT & TECHOPS LEAD

PROFESSIONAL SUMMARY & OBJECTIVE

Over 10 years of experience spanning both sides — from designing large-scale SaaS and ERP architectures to building project execution processes. What sets me apart is the ability to do both well: deep enough in systems to architect them, practical enough in operations to avoid designing on paper only. In the past 2 years, I have focused on applying AI to operations, automating internal workflows, building AI-integrated DevFlows, and developing a solid understanding of embedding AI into products.

Objective: To go deeper into bringing AI genuinely into products — not just at the operational layer but directly creating value for end users. Long-term direction is to be part of building meaningful products that solve real problems, rather than doing outsourced work to spec. Always committed to continuous learning to stay relevant through each new wave of technology.

WORK PHILOSOPHY & LEADERSHIP

- **Agile Thinking:** Break problems into smaller parts and solve incrementally — applied to both code and operational processes. Continuous improvement must be measurable, not just the appearance of being busy.
- **Effectiveness-first:** Every decision must answer: *"Is this effective?"* — with different parameters depending on context: cost savings, reduced human load, faster delivery, or clear business value. Especially skeptical of things that sound great but deliver unclear value.
- **Knowledge Sharing & Respect:** Believe that sharing knowledge is how teams grow together. Debate openly in the room to reach the best decision — but once decided, the whole team moves in one direction without second-guessing.

WORK EXPERIENCE

Backend & Technologies

.NET Core, Angular, React, Next.js, Node.js, Redis, Kafka, ELK, Supabase.

Cloud & DevOps

Azure Cloud, Heroku, Docker, CI/CD (GitHub Actions, Azure DevOps).

Database

PostgreSQL, SQL Server, MySQL, Oracle (Execution Plan, Performance tuning).

Management & Agile

Data-driven PM, AI-integrated DevFlow, Agile/Scrum PO role optimization.

Lark Ecosystem

Deep experience deploying and operating on Lark: Docs, Base, IM, Approval, Calendar, Bitable. Building internal workflows and system integrations via Lark Anycross.

Automation

N8n, Anycross — automating internal workflows and cross-system integrations.

HONORS & AWARDS

2025: Top 8 FPT AI Hackathon

Applied LangGraph + RAG as an AI Agent platform for personalized learning paths.

2023: Top 100 Outstanding Individuals FPT Software

OSP Group

Jun 2025 - Present

AI Solutions Architect & TechOps Lead

- **SaaS System Architecture:** Designed the architecture for an AI-integrated Accounting SaaS product targeting the SME market. Developed a flexible sizing plan (5,000 to 200,000 users), balancing cost, performance, and strict financial data security requirements (zero transaction drift).
- **AI Integration:** Designed multi-channel data entry solutions (OCR, voice, chat), built Agentic UI, integrated AI Insights for cash flow forecasting, and developed an automatic AI anomaly detection system.
- **Core Platform Development:** Developed a Microservices ecosystem and shared libraries for the entire company (supporting .NET, Java, React), compatible with PostgreSQL, MySQL, SQL Server, and Oracle.
- **Process Optimization (DevFlow):** Built the V1 operational process on the Lark Ecosystem. Established a DevFlow process that strongly integrates AI tools (Claude code, Cursor, NotebookLM) while optimizing LLM API costs.
- **Team Management:** Directly participated in recruiting and training. Redefined the Project Owner (PO) role to take on task management and progress metrics instead of a traditional PM.

FPT Software JSC

Dec 2022 - Jun 2025

Solution Architect

- **National-scale Architecture:** Key architect for a civil registration management software scaled across Japan and an Accounting SaaS system for the Japanese market. Designed a Modular Monolith architecture transitioning towards Microservices on Azure Cloud.
- **Complex Problem Solving:** Built an architecture separating synchronous and asynchronous processing (Azure Storage/Queue, SignalR). Designed core modules complying with strict retention laws (150 years for civil registration).
- **AI & Automation:** Developed CLI tools to automate code generation, synchronize documentation with DB design, and handle Japanese text conversion.
- **Productivity Optimization:** Evaluated AI tools (Augment Code, GitHub Copilot) in the POC department, proving that AI application saved approx. 30% of total project effort.

Tri Nam Group

Dec 2017 - Dec 2022

Technical Leader

- Played a key role in building the core architecture for the Usmart (Smart University) system - an ERP solution.
- Directly developed core services (Auth), established communication principles between microservices, and standardized DB design.
- Managed the technical team, ensuring progress and delivering high-quality products.

FPT Software JSC

Nov 2016 - Nov 2017

Technical Leader

- Successfully led a large-scale database migration project from Oracle to MySQL, optimizing licensing costs.
- Designed the solution and executed the migration of complex Stored Procedures blocks.

IFI Solution - An NTT Data Company

Oct 2014 - Oct 2016

SharePoint Team Leader

- Managed a project development team for the Italian market. Responsible for structure design, planning, and progress control.