DZOAN NGUYEN TRAN

SENIOR AI / ML & MULTI-CLOUD SOLUTIONS ARCHITECT

Hands-on AI Engineering · Data & MLOps · DevOps, SRE & FinOps

HCMC, Vietnam | **French & Vietnamese citizen | English, French, Vietnamese; working German**

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ONE PROFILE. THREE CONNECTED STRENGTHS.

7+ years	3+ years	$40K / month	200+
Cloud / DevOps / data	AI / GenAI solutions	Cloud savings	Engineers trained

MY MISSION Build secure, practical and cost-effective technology that helps people work better together and creates measurable value for businesses and Humans

PROFILE

More than just a technologist , I m passionate about buiding Solutions to Solve Human , Business using Available . Affordable Easy to Manage **Technology Solutions .**

At the Core , I am Human Customer-facing AI solutions architect and hands-on engineer combining **three strengths: AI engineering, enterprise data integration, and multi-cloud delivery**. I work directly with customers and engineering teams to turn business challenges into practical solutions—from discovery and architecture through building, testing and delivery.

My experience spans **data analytics, agentic AI, RAG and enterprise integration**, supported by **AWS, Azure, GCP and OpenStack**. I bring DevOps and MLOps experience to help development and operations teams deploy and manage solutions.

Overall since 4 years , I have built many AI POC MVP PRODUCTION AI Solutions as below (demos link at Demo section at end of this resume) : *For confidentiality clauses . The public demo link are showcase environment, separate from real live customer systems.*

- **AI for the People:** Built a platform to help onboard customers to Rackspace's GPU-for-rent offering.
- **YES AI CAN:** Built an internal customer-zero platform for developing and demonstrating reusable AI capabilities.
- **Banking AI:** Built a credit and asset appraisal POC designed to streamline reviews while keeping human decision-makers in control.
- **Supply Chain AI:** Designed a solution for a major cosmetics company to improve logistics speed and costs through inventory and supply-chain planning.
- **Gameloft:** as Data engineer and Finops Improved production cloud and data operations and delivered approximately **US$40,000 in monthly cloud savings**.

3 Connected SKILLSETS : AI ML + DATA + MULTICLOUDS ARCHITECT

+ AI / ML & AGENTIC ENGINEERING

Frameworks & serving: PyTorch, TensorFlow, Dataiku, Hugging Face, vLLM. **Methods:** Supervised/unsupervised learning, deep learning, feature engineering, model evaluation and context engineering.

Application & API Integration Python, FastAPI, REST APIs; React/TypeScript interfaces connecting AI workflows with business applications.

Agentic AI Orchestration : Flowise Agentflow V2, LangGraph, LangChain, MCP and tool calling with human approval.

RAG & Knowledge Retrieval : Document ingestion, chunking, embeddings and PostgreSQL/pgvector retrieval; tuning

Private LLM Inference & GPU Sizing GPU inference for LLMs; model APIs and vLLM serving.

Built a model-aware GPU sizing calculator for that http://100.31.100.157:8081/

+ DATA ANALYTICS INTEGRATION CODING

Databases: PostgreSQL, Aurora/RDS, Couchbase and BigQuery.

Pipelines: Python/SQL, ETL/ELT, data validation, Athena , Redshift and Kafka event streaming.

BI Visualization

- ✓ Matplotlib
- ✓ Seaborn
- ✓ Plotly
- ✓ Streamlit
- ✓ Tableau

Coding Languages

- Python 9/10
- Go 7/10
- TypeScrip 7/10 t
- SQL 7/10

+ CLOUD / DEVOPS / MLOPS

Deploy and operate reliable AI systems

Hybrid Multi Cloud architect :

Baremetal , Openstack VMware

AWS, GCP, Azure,AlibabaCloud

Containers and Automation

Docker, native and Cloud Kubernetes, Openshift , EKS/ECS, AKS

IAC and CICD Automation: Terraform, Ansible, Helm, CI/CD,Jenkins, Git actions , GitOps/FluxCD and OpenCenter

Operations: Monitoring SRE, Prometheus , Grafana , ELK ,, troubleshooting and Finops

; ~$40K/month saved at Gameloft.

CUSTOMER FACING and BUSINESS SKILLS

Presales , Trainer , Customer workshops • Technical writing • Business problem discovery • Design reviews • Presales and demos • Architecture-to- implementation handoff • Cross-functional delivery • Training and mentoring 200+ engineers.

PROFESSIONAL EXPERIENCE in Vietnam since 2016

RACKSPACE TECHNOLOGY, VIETNAM | MULTI-CLOUD AI SOLUTIONS ARCHITECT & HANDS-ON ENGINEER | 12/2024 – PRESENT

I lead cloud and AI readiness workshops to understand customer pain points, assess team skills and resources, and turn findings into solution architectures and working POCs. I combine presales with hands-on engineering across OpenStack, VMware, AWS, Azure and Google Cloud, connecting infrastructure modernization with practical AI adoption.

- **Customer discovery and banking AI:** Led workflow, data and privacy workshops and built a private credit/asset appraisal POC for ACB using FastAPI, Flowise and PostgreSQL/pgvector. Designed specialist legal/compliance review and restricted agent/tool access, with cited evidence and human decision authority.
- **Hybrid banking AI architecture:** Worked on a proposed Commonwealth Bank design using private OpenStack for the intended production environment, AWS Bedrock for AI experimentation and SageMaker for development, evaluation and MLOps. Defined governed data boundaries and release planning; production deployment was outside the demonstrated POC.
- **OSPC-to-Flex Migration Hub:** Built AnyClouds/zen2flex workflows for legacy OpenStack, VMware and hyperscaler workloads moving to Flex OpenStack. Addressed Linux/Windows VM migration, validation, rollback and cross-region DR; designed a path to OpenCenter/Kubernetes containers and Rackspace GPU AI services.
- **GPU sandbox and agent marketplace:** Worked with the AI team to create an OpenStack GPU rental sandbox. Independently built AI for the People, a no-code, ready-to-use agent library for banking, IT and e-commerce, helping customers discover use cases and scope custom POC, MVP and production pathways.
- **AI Model as GPU Flavor Calculator:** Built a model-to-GPU VM sizing catalog covering model size, precision, serving framework, context length and concurrency to support configuration and cost discussions.
- **Internal enablement:** Created Kubernetes/OpenCenter training labs, contributed to an Open CLI test bench and built a Customer Zero AI initiative. Built an intelligent support platform to consolidate customer issues, related errors and incident evidence into troubleshooting and knowledge-base workflows.
- **Cross-industry exploration:** Prototyped AI services, RAG and agent workflows across business verticals to inform customer demonstrations, technical choices and solution scoping.

Demos: Agents | Community Lab | GPU Calculator | Project workspace

FPT SOFTWARE | SOLUTION ARCHITECT CONSULTANT — CLOUD, AI & ENTERPRISE INTEGRATION | 07/2024 – 12/2024

I designed enterprise cloud and AI solutions connecting fragmented documents and business systems with the decisions users needed to make. Consulting projects covered supplier discovery, supply-chain planning, workforce allocation and multi-tenant platforms.

- **Document and supplier copilot:** Architected an AI assistant for a camera company to retrieve requested documents, surface supplier information and support evidence-grounded recommendations using RAG, agent workflows and open-source LLMs.
- **SAP cosmetics supply chain:** Designed a copilot spanning three warehouses across countries to anticipate material shortages, coordinate inventory and support production readiness. Defined SAP MM/PP/SD, FastAPI and Flowise integration with human approval; developed a related portfolio implementation, SPARC.
- **HR planning copilot:** Designed an ontology layer above Workday, CRM and HR systems to connect people, skills, availability and project requirements for staffing across customer engagements.

- **Azure and AWS enterprise platform:** Designed multi-tenant PaaS and portal integration across billing, operations, HR and ERP. Addressed account/subscription structure, tenant onboarding, identity/RBAC and isolation boundaries; documented staged implementation, security controls and incremental deployment plans.

ACCOR GROUP | API ENGINEERING & TECHNICAL DOCUMENTATION CONSULTANT | 04/2024 – 05/2024

I improved how developers navigate and understand an enterprise API portfolio, combining documentation architecture with integration analysis.

- Audited and restructured API documentation; designed the portal information architecture and reusable interface documentation to make integration guidance easier to navigate.
- Analyzed enterprise integration requirements and evaluated AWS API Gateway migration options, translating findings into implementation guidance.

GAMELOFT | SENIOR DEVOPS, FINOPS & DATA ENGINEER | 11/2019 – 04/2024

I worked within the team operating worldwide mobile-game and digital-marketing infrastructure across the Americas, Europe and Asia, including China. The estate combined a Montreal private data center with AWS, Alibaba Cloud, Azure and GCP. Game environments brought together compute, Kubernetes, databases, ingestion and analytics; my focus included operations, data tooling and FinOps.

- **Cloud migration:** Contributed to the team migration of approximately two-thirds of a 2,000-server bare-metal estate to cloud infrastructure, primarily AWS and Alibaba Cloud.
- **Production engineering:** Operated EC2, Docker, Kubernetes/EKS/ECS and SQL/NoSQL environments, including Aurora, MongoDB and Couchbase. Supported Helm deployments and Jenkins/GitLab CI workflows.
- **Data engineering:** Worked with Kafka ingestion, AWS Glue, data lakes and Aurora/Couchbase/BigQuery integration. Developed applications that reduced selected ETL processing times from approximately three days to a few hours.
- **FinOps:** Reduced cloud spend by approximately US$40,000 per month through usage analysis, infrastructure optimization and removal of obsolete data/storage. Received three performance-related promotions.
- **Reliability:** Supported infrastructure automation, Linux troubleshooting, release recovery and SRE operations across distributed production environments.

SORAMITSU | DEVOPS / BLOCKCHAIN ENGINEER | 2017 – 2019

- Worked on private blockchain infrastructure, including Bakong payment platform technology, using Linux, distributed systems, automation, APIs and secure operations.

ADEMAX | TECHNICAL DIRECTOR | 12/2015 – 06/2016

- Managed 10 presales and 10 technical engineers delivering enterprise Vidocollaboration and infrastructure solutions.

PRE VIETNAM EUROPEAN EXPERIENCE & LEADERSHIP

POLYCOM | SENIOR TECHNICAL SUPPORT ENGINEER, L2/L3 | 07/2006 – 12/2015

- Support and Design complex enterprise videoconferencing, networking and infrastructure incidents through L2/L3 support. Trained more than 200 engineers; Employee of the Year (2007).

AIR LIQUIDE | EMEA IT INFRASTRUCTURE MANAGER | 09/2000 – 08/2004

- Managed EMEA infrastructure and vendor coordination, supporting modernization, reliability and business continuity across international operations.

BRITISH TELECOM | WAN/ISP NETWORK SUPPORT ENGINEER | 09/1996 – 09/2000

- Supported WAN/ISP networks in Paris, handling customer incidents, network diagnosis and operational troubleshooting.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Software Engineering : Software Architecture Case Studies · Advanced Python · REST API Engineering, Blockchain Fundamentals — University at Buffalo, Coursera

AI & MLOps: Deep Learning Specialization and Machine Learning in Production — DeepLearning.AI · MLOps Platforms: SageMaker & Azure ML — Duke University · Generative AI — Google Cloud

Cloud & infrastructure: AWS Solutions Architect – Professional · AWS Cloud Practitioner · Google Cloud Professional Cloud Architect · HashiCorp Terraform Associate · Cisco networking CCNA CCND CCNP -Firewall

Soft Skills & Business & leadership: Learning Science Techniques -Coursera/ Kepner Tregoe Problem Solver Certified / MBA Essentials — Udemy / · Technology Leadership in the Age of AI — University of Maryland, Coursera *(in progress)*

Technical foundation: Telecom engineering — AFPA ESIEE, Paris

AI SOLUTION DEMOS (poc of live productions Solution)

Here are AI soltution I Have built or collaborate from architecture to poc to mpv to Production .

For confidentiality clauses . The public demo link are showcase environment, separate from real live customer systems that cannot be used here).

Rackspace — AI for the People Ready to use Agent Market Place for our Customers per vertical

an Agent Ready to use Market for New customers To Discover , Experiment and Build their own AI Ai agentic solution is the best testemony of my passion to Serve Businesses with the Best Huamn centric AI solutions

- Built a no-code reusable agent library for business workflows; candidate identifies AI for the People as production. Supported GPU sandbox exploration, AI model-to-GPU flavor sizing and Kubernetes/OpenCenter enablement.

Demo : http://100.31.100.157:8502/

Enterprise banking AI / credit & asset appraisal

- Performed customer discovery and built FastAPI services, Flowise orchestration, document RAG and PostgreSQL/pgvector retrieval, with evidence citations and human review.
- Candidate states the associated enterprise AI engagements reached client production; the linked banking demo is a distinct earlier-stage POC/MVP, not a production banking environment. Detailed banking integration and deployment boundaries require client confirmation.
- Demo http://100.31.100.157:8502/credit_appraisal

SPARC — Supply chain, SAP and enterprise AI Manager

- Designed AI solutions for supplier/document retrieval, inventory planning and SAP-enabled multiwarehouse supply chain workflows using RAG, Flowise, FastAPI and approval steps.
- Candidate reports associated client AI engagements progressing to production; public supply-chain showcase remains POC/MVP and should not be described as live customer SAP integration.
- Demo http://100.31.100.157:8000/#dashboard

YES AI CAN — Reusable agent / ontology platform for Rackspacer internal teams

- Production platform status reported by candidate. Implements a reusable application/agent environment combining API/UI layers, Flowise, retrieval, data relationships and Python services.

Demo http://100.31.100.157:8054/

My Full Stack

