

NGUYEN TIEN THANH

thanh.nguyen.ntt2612@gmail.com · (+84) 357 157 953 · Ho Chi Minh City
linkedin.com/in/thanhnguyen2612 | github.com/ysoseriouz

EDUCATION

HO CHI MINH UNIVERSITY OF TECHNOLOGY, *Bachelor of Engineering, Computer Science*

Vietnam, Nov 2022

EXPERIENCE

THOUGHTWORKS

Global tech consultancy blending design, engineering and AI to help businesses thrive through innovation.

Ho Chi Minh, Vietnam

May 2025 - Present

System Support Engineer

- Modernized multiple shared critical and legacy production services by upgrading Ubuntu 16 → 22, Ruby 2 → 3, Rails 4 → 6, and migrating Unicorn → Puma, eliminating EOL risk without customer downtime.
- Designed and implemented canary deployment strategies (traffic-weighted rollout by percentage 5 → 100%; optional header-based canaries for targeted validation), fully integrated into CI/CD so a single pipeline run could perform stable or canary releases with fast rollback.
- Improved observability and diagnostics by migrating error tracking Bugsnag → Sentry, wiring secrets securely, adding request/correlation IDs, and building Sumo Logic dashboards for latency, status codes, and environment-specific monitoring alerts used during upgrades and incident triage.
- Led response to high-severity production incidents, including a P2 outage caused by PostgreSQL autovacuum/autoanalyze on a large table saturating RDS I/O and burst balance; correlated CloudWatch metrics with application logs to confirm DB contention as root cause and reduced MTTR by authoring durable on-call runbooks.
- Planned and executed large-scale OS platform (Ubuntu) upgrades using a spec-driven approach with AI assistance, share publicly within internal & external to encourage AI adoption.
- Standardized upgrade and incident-response practices through documentation, PR reviews, and knowledge sharing, reducing operational risk and improving team-wide delivery velocity.

Highlight:

- Safer releases via progressive canaries, measurable reduction in security and operational risk, faster incident recovery, and repeatable upgrade works and runbook patterns adopted across the platform.
- **Tech stack:** Ruby on Rails, Cloud & Infra (AWS, Kubernetes), Docker, Buildkite, Cloudformation, Monitoring & Ops (Canary deployments, runbooks, incident response, vulnerability remediation)

RAKSUL INC.

Growing Japan-based startup with multiple business lines (designing & printing services, TV-commercial advertising, and logistics service).

Ho Chi Minh, Vietnam

July 2021 - Dec 2024

System Engineer

- Deliver and improve business-need features defined in daily sprint meetups, follow up and feedback on main OKR's deliverable features.
- Able to estimate and propose development plan for epic feature requiring weeks to month of implementation, with in-depth understanding of business implications and system impact.
- Develop bulk import product features: process big XLSX file, validate and import into MySQL database. Ease the process of adding new product to the system, increase number of SKUs (stock keeping unit) from 1000 to 10,000.
- Implement images quality-check by serverless computing, adopt new solution to integrate with the current monolith system by AWS services (Lambda function, SNS, SQS), prevent burden on server workload.
- In charge of planning and develop image optimization features: batch convert old image format to WebP by serverless computing, build up a ruby gem for internal reuse by other projects.
- Renew TOP page of our product website: guarantee heavy request processing ability by leverage Redis cache to reduce common expensive statistic SQL queries, serve via GraphQL.
- Maintain and implement new search features with Elasticsearch, full-text search, painless script on complicated conditions and aggregations.
- Work with STFP transfer XML files and images with third-party partners.

- Monitor Sentry and Datadog reports to debug error situations and malformed performance, investigate and work with stakeholders to suggest solutions and mitigate effects.
- Implement backend services, restful APIs and write unit tests & integration tests to guarantee healthy CI/CD, fully cover development cycle.
- Help with member onboarding, introduce new member into the system codebase in term of technical requirements and business logic.
- Dockerize development environment to enhance onboarding procedure and development experience.

Others:

- After 2 months internship, I worked on online design team, one of the legacy core platforms that provides users with designing editor, stores users' designs. Experience on highly interactive UI/UX using Vue.js.
- **June 2022**, I worked as full-time employee and move to project called "Novelty" (printing inventory management service), participated in developing bulk import product features. Website: <https://novelty.raksul.com/>
- **Tech stack:** Ruby on Rails, Vue.js, MySQL, Elasticsearch, Redis, Docker, AWS

TECHNICAL SUMMARY

- Languages & Frameworks: Ruby on Rails, Python, JavaScript, Vue.js
- Cloud & Infra: AWS (EC2, SQS, SNS, Lambda, RDS), AMI baking, Linux, Docker, Buildkite, Cloudformation, Kubernetes (deployment/orchestration)
- Monitoring & Observability: Sentry, Sumo Logic, CloudWatch
- Datastores & Tools: MySQL, PostgreSQL, Redis, Elasticsearch
- Security & Ops: Canary deployments, runbooks, incident response, secret removal processes, vulnerability remediation
- Interests: Systems reliability, AIOps, mentoring, knowledge-sharing, automation and small-scale ML/AI tooling for developer productivity.