Nguyen Huu Trong

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Education

University of Greenwich (Vietnam Campus) Ho Chi Minh City, Viet Nam
Bachelor of Science, Computer Science 2022–2026

- First-Class Honours, GPA 3.7/4.0
- Specialisation in AI, with a focus on NLP
- Notable modules: Mathematics for CS 9.7, Programming Foundations 9.8, Computer Systems & Internet Technologies 9.8, Systems Development 8.8
- Best Student Award (Spring 2024)

Experience

NEAX AI Ho Chi Minh City · On-site
Artificial Intelligence Engineer, Full-time Oct 2026 – Present
Artificial Intelligence Engineer, Internship Aug 2026 – Oct 2026

- Building AI chatbots on the HiliosAI platform, integrating AI into business workflows and digital-transformation apps (ERP, CRM).
- ALM TrustGuard: two-tier trust scoring for Codebeamer test cases — free deterministic checks first, then Claude as the judge on DeepEval metrics grounded in ASPICE. Moved it off AWS Bedrock and benchmarked open models on GPUs.
- DPP: anomaly detection and hash-chain traceability for garment factories. Merged five AWS Lambda services into one Docker API and cut passport-list latency from 381 ms to about 95 ms.
- Three live AI agents on HiliosAI (GPT-4.1 mini), with my system prompts, knowledge bases and conversation flows: the AIT admissions and course agent (542 real conversations, about 11 a week), the AI Sales Agent (95-document knowledge base, MEDDIC and SPIN questioning) and the AI Technical Support Agent.
- Main developer of the company website, CMS and demo portal on Cloudflare Workers (442 of 656 commits); contributed a Hilios-powered support chat and email automation to the internal CRM.

FANTEK Ho Chi Minh City · Remote
Artificial Intelligence Engineer, Internship May 2026 – Oct 2026

- Owned the AI/LLM layer of a multi-agent social content system, in a team of three.
- Built the provider adapter and the Research (Gemini) → Copywriter (Groq) → Critic (GPT-4o-mini) chain, with a zero-token rule critic before the LLM critic.
- Designed policy-based prompts, structured JSON output, human approval before publishing, and the Streamlit studio; 151 unit tests.

FPT Software Ho Chi Minh City · Hybrid
Business Analyst, Internship May 2026 – Aug 2026

- SaiGon Auction Platform — a 10-person BA team on an end-to-end auction platform. Responsible for the User Identity, eKYC, Membership and Promotion modules.
- Analysed actors, stakeholders, scope, business rules, main flows, exceptions and cross-module dependencies.
- Wrote system context, use case and activity diagrams, the SRS and Markdown requirements.
- Joined requirement reviews and Q&A sessions to resolve ambiguities and improve traceability.

Selected Projects

ALM TrustGuard 2026

- A trust layer for test cases in Codebeamer ALM. It scores each test case against its requirement with free metrics first, then uses Claude to judge the semantics against ASPICE.

DPP — Anti-counterfeit Traceability for Garments 2026

- Anomaly detection and anti-counterfeit traceability for the garment industry. The platform checks factory-reported production figures against real machine data so production records can be verified.

AI Sales Agent 2026

- NEAX's sales-advisor AI agent on the HiliosAI platform, live on the company website. I rebuilt its system prompt and its 95-document knowledge base, and cut the chat widget's connect time from about 3s to 0.2s.

AI Technical Support Agent 2026

- A customer-facing support agent on HiliosAI, live on the NEAX website. Besides answering technical questions, it asks qualifying questions in the MEDDIC and SPIN styles so the team learns what the customer actually needs.

AIT Admissions & Course Agent 2026

- An AI agent for AIT that advises on courses and admissions and answers learners' questions. It runs on HiliosAI with GPT-4.1 mini and has handled 542 real conversations so far.

IELTS Writing Automated Essay Scoring 2025–present

- Automated scoring for IELTS Writing Task 1 and Task 2 on all four criteria instead of a single overall band, using a fine-tuned DeBERTa-v3-Large and a hybrid RoBERTa-Large model.

Multi-Platform Social Content Agent 2026

- Three LLM agents on three providers write social posts from a brand policy in Markdown. Gemini researches, Groq writes, a GPT-4o-mini critic scores. A person approves before anything goes to Facebook, Threads, X or Bluesky.

Skills & Additional Information

LLM & Agents: Multi-agent workflows, Prompt engineering, Structured output (JSON), RAG & retrieval (FAISS, structure-aware chunking), LLM-as-a-judge (DeepEval, Claude API), Multi-provider (Claude, Gemini, Groq, GitHub Models), Self-hosted LLMs (Ollama, vLLM), Chatbot knowledge bases (HiliosAI)

AI / ML: Transformers (DeBERTa, RoBERTa, BERT, ModernBERT, MPNet), Fine-tuning, Deep Learning, BiLSTM, NLP (TF-IDF, Word2Vec), Anomaly detection (Isolation Forest, robust statistics), Classical ML (Linear Regression, SVR)

Evaluation & Data: QWK, MAE, RMSE, Pearson, Error analysis, GPU benchmarking (Kaggle T4, Vast.ai), Hyperparameter tuning, PyTorch, scikit-learn, Pandas, NumPy

Backend & Systems: Python, FastAPI, PostgreSQL, REST API, Docker / Docker Compose, Modular monolith & microservices, JWT, OAuth 2.0 PKCE, React, TypeScript, Java, SQLite, Streamlit

Cloud & MLOps: Cloudflare Workers, D1, R2, KV, GitHub Actions CI/CD, AWS Certified Data Engineer – Associate, Migrating off AWS (Lambda, Cognito, Bedrock → Docker, self-hosted), Blockchain anchoring (Polygon)

Tools: Git, GitHub, Jupyter Notebook, Codebeamer (ALM), Claude Code

Certifications: AWS Certified Data Engineer – Associate (Amazon Web Services, Sep 2026); Applications of AI for Predictive Maintenance (NVIDIA, Aug 2025); Problem Solving (Basic) (HackerRank, May 2024)

Languages: Vietnamese (Native); English (IELTS Academic 6.5 (British Council, 07/2026), B2); Japanese (Basic (self-taught with Duolingo))