

Contact

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www.linkedin.com/in/nicolequach
(LinkedIn)

nicolethedev.top/ (Portfolio)

Top Skills

Machine Learning

Foundation models

CLI

Certifications

Python Data Structures

AWS Certified AI Practitioner

Scrum Master Certification: Scaling
Agile and the Team-of-Teams

Ngoc Quach Bao

AWS & Cloud Infrastructure Study — Transitioning to AI Cloud
Engineering

Quận Bình Thạnh, Ho Chi Minh City, Vietnam

Summary

"Technology creates tools, but growth mindset creates impact." I'm an AI Engineer with 2+ years of experience designing multi-agent systems (LangGraph, RAG) with a systems-first mindset — thinking not just about model logic, but about how a system deploys, scales, and stays secure. I'm currently learning and applying AWS alongside containerization, working toward growing into AI Cloud Engineering. Core Stack: AWS, LangGraph, Docker, Pinecone/Chroma, FastAPI/Flask, Github Actions, PyTorch, Sklearn, ElevenLab ASR. Happy Coding! (●'◡'●)☒# Contact me: nicole.ai@nicolethedev.top

Experience

Concentrix

Content Developer II | AI Engineer

April 2025 - November 2025 (8 months)

Ho Chi Minh City, Vietnam

- Collaborated with the Abbott CRM team to develop a PoC secure Zalo Sales & Customer Service Chatbot integrated with internal CRM systems.
- Backend Development: Built and optimized backend APIs using FastAPI and LangChain to handle automated customer communication and data synchronization.
- Search Optimization: Implemented vector-based MMR (Maximal Marginal Relevance) search to improve the accuracy and diversity of store localization queries.
- Deployment: Configured the chatbot application for secure on-premise deployment, ensuring data privacy and operational efficiency.
- Leadership: Acted as project lead for a 2-person team, owning technical decisions while directly contributing to development.

GSI Software

Software Developer

April 2024 - April 2025 (1 year 1 month)

Vietnam

- Built AI Advisor Chatbot (Allplan) using LangChain + Pinecone, enabling RAG-based comprehension of technical PDFs averaging 100 pages, with response latency under 1 seconds.
- Contributed to QA automation test coverage from 30% to 50%, reducing regression bugs by 20% over 2 sprints/months.

AI-Growth

Junior Software Developer

January 2023 - February 2024 (1 year 2 months)

Germany

- Developed Instagram automation SaaS (Flask) serving 100 active users, automating engagement actions (like/share/upload) and reducing manual task time by 30%.
- Built Telegram payment chatbot processing 500 transactions/month via Stripe/Paypal integration.

Education

University of Information Technology

Bachelor of Commerce - BCom, Economics · (September 2020 - September 2024)