

# Thang Nguyen

Technology Leader · Head of IT & R&D Manager · Applied AI / Enterprise Systems

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Technology leader with 10+ years moving from hands-on engineering into technical leadership across software, cloud, enterprise operations, and applied AI. I lead IT and applied R&D at Duoc Vuong Pharmaceutical, building production AI agents, ERP/HRM/LMS/CRM platforms, BI/reporting, internal automation, data platforms, and enterprise integrations that turn messy operational workflows into reliable software.

## IMPACT

- 10+** years experience
- 30** engineers built and led
- 500+** ERP users supported
- 20+** digital and AI projects shipped

## CORE SKILLS

- AI Agents
- LLM Integration
- Multi-Agent Systems
- AI Automation
- Prompt Engineering
- MCP
- TypeScript
- Node.js
- Next.js
- AWS
- PostgreSQL
- Bot Framework
- SQLite
- Metabase
- GitHub Actions
- Applied R&D
- Solution Architecture
- Technical Product Ownership
- ERP / CRM / HRM
- eCommerce

## DATA / OPS STACK

- AppDynamics
- Elastic Observability
- Swimlane
- Datadog
- CloudWatch
- Airflow
- dbt
- ClickHouse
- SOAR
- APM
- Enterprise Integration

## SELECTED AI / AUTOMATION WORK

**Agentic AI Reliability** - built multi-agent and cross-session memory workflows, handling context-window limits, durable memory, hallucination control, data-security boundaries, secret handling, and prompt-injection risk in production-facing tools.

Multi-agent systems, memory design, prompt hardening, security, knowledge systems

**Quote Automation** - LLM-powered VIP pharma pricing engine deployed as a Microsoft Teams bot. **Reduced quote latency from 42s to 4s** with TF-IDF prefiltering, deterministic waterfall pricing, and Bot Framework proactive messaging.

Node.js, Bot Framework, Ollama Cloud, Google Sheets, GitHub Actions

**HelpHub** - AI-driven internal IT help desk for Duoc Vuong with Odoo HRM integration, auto-improve, and auto-close cron workflows in production.

Next.js, SQLite, Odoo HRM, LLM automation

**Enterprise AI Integration** - applied AI/automation across ERP, HRM, CRM, pharmaceutical eCommerce, reporting, and internal operations so separate systems can share context, trigger workflows, and support human teams from one operational layer.

ERP, HRM, CRM, eCommerce, Odoo HRM, reporting workflows, internal automation

**BI / Data Platform Modernization** - migrated Power BI-style reporting workflows into Metabase dashboards backed by PostgreSQL reporting marts, materialized views, freshness tracking, and filter-performance improvements across large ERP datasets.

Metabase, PostgreSQL, materialized views, Airflow, dbt, ClickHouse pilot

**Accounting Tools Suite** - zero-dependency Node.js monorepo for finance operations; shared session store, strip-prefix proxy pattern, unified CI/CD, and **33,261 vouchers managed**.

Node.js, vanilla JavaScript, SQLite, GitHub Actions

## EDUCATION

### FPT University

Engineer's degree, 2012 - 2016

Member of FSC (FU Student Council)

## CERTIFICATION

### Elastic Certified Observability Engineer

Elastic, issued Nov 2024, expires Nov 2026

## RECOGNITION

### Top 100 FPT Software Award

FPT Software, 2019

## LANGUAGES

Vietnamese - Native

English - Professional working

Japanese - Limited working

## EXPERIENCE

### Head of Information Technology & R&D Manager - Duoc Vuong Pharmaceutical

Jan 2024 - Present

#### Vietnam

- Lead IT and applied R&D through a multi-phase digital transformation across operations, manufacturing, and pharmaceutical eCommerce.
- Drive applied R&D for AI automation, enterprise systems, data workflows, and operational experiments from prototype to production.
- Defined IT vision and roadmap aligned with corporate strategy; built and lead an in-house team of 30 people.
- Designed and implemented ERP, CRM, HRM, and LMS systems; ERP supports 500+ users company-wide.
- Launched pharmaceutical eCommerce platform and mobile app with affiliate tracking and marketing automation.
- Stood up centralized reporting and analytics dashboards for performance management and decision making.
- Led BI/reporting modernization into Metabase dashboards backed by PostgreSQL reporting marts and a ClickHouse/dbt/Airflow analytics pilot.
- Applied AI to integrate ERP, HRM, CRM, eCommerce, reporting, and helpdesk workflows into a more connected operating layer.
- Shipped production LLM-powered tools: quote automation Teams bot, AI help desk workflows, and finance automation tools.

### Technical Consultant - Ecolab

Jan 2021 - Present

#### Remote, global

- Own enterprise-wide application monitoring and automation across the US, EU, Asia, and Greater China.
- Integrate hundreds of business systems into Cisco AppDynamics, Elastic Observability, and Swimplane automation playbooks.
- Serve as AppDynamics subject-matter expert across enterprise applications; earned Elastic Certified Observability Engineer.

### Project Manager - FPT Software

Dec 2018 - Mar 2021

#### Vietnam

- Managed monitoring and cloud infrastructure accounts, including the Ecolab observability program.
- Supervised distributed teams; designed Datadog dashboards integrating AWS CloudWatch, EC2, and Lambda.
- Defined alert thresholds and SLA metrics for proactive issue resolution; recognized with Top 100 FPT Software Award.

### Full Stack Engineer - AgileTech Vietnam

Jan 2018 - Jan 2019

#### Vietnam

- Built full-stack B2C web and mobile applications with Node.js, React, React Native, MongoDB, and REST APIs.

### Senior Software Development Engineer - FPT Software

Oct 2016 - Dec 2017

#### Vietnam

- Backend engineer on Temando logistics platform; integrated third-party carrier APIs with Node.js and AWS Lambda.

### Web Developer - Dongbat Software Services

Sep 2015 - Sep 2016

#### Vietnam

- Built web interfaces with Node.js, HTML, and jQuery.