Phan Trong Hau

SOFTWARE ENGINEER

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Summary

- Software Engineer with 3+ years of experience building and maintaining production-grade applications. Experienced in full-stack development, system integrations, cloud infrastructure, and performance optimization.
- Quick to adopt new technologies and leverage AI-assisted development to improve engineering productivity and software quality.

Experience

Filum AI *(Software Engineer)* Jul 2024 - Sep 2026

- Collaborated with a 15-member engineering team to develop an omnichannel customer engagement platform, centralizing messaging, customer interactions, and support workflows.
  + Integrated 10+ communication channels, including Messenger, Zalo OA, and 3CX, into a centralized conversation management platform supporting 80+ integrations.
  + Implemented centralized logging, alerting, credential monitoring, and retry mechanisms across 80+ integrations and 300+ Cloud Functions, enabling self-service troubleshooting within approximately one month.
  + Conducted AI-assisted security audits to identify potential vulnerabilities, including GCP access token exposure through custom tool APIs.
  + Contributed to building an automation system featuring over 10 triggers and 10 actions for automated workflows.
- Optimized frontend performance through lazy loading, tree shaking, list virtualization, and render optimization, reducing unnecessary resource usage and improving application responsiveness.
- Reduced monthly logging costs by 60% (from $500 to $200) by eliminating redundant logs and optimized Cloud Run resource configurations to improve infrastructure efficiency.
- Developed and implemented marketing landing pages utilizing Strapi CMS and configuring self-hosted WordPress environments in production, boosting content delivery speed and scalability.
- Developed internal tools to support Marketing, HR, and Operations teams:
  + Automated customer data processing pipelines through API and webhook integrations (Facebook, Google Sheets, Lark, ActiveCampaign, Pipedrive, etc.).
  + Built an AI-powered CV validation and management tool to reduce manual screening time for the HR department.
  + Developed an internal admin dashboard for system administration, operational monitoring, and customer support.
- Managed cloud infrastructure and self-hosted services, responding to production incidents through on-call support to maintain service reliability and availability.
- Selected Projects: https://admin.filum.ai, https://cx.filum.ai, https://filum.ai, https://gating.filum.ai.
- Technologies**:** Next.js, Node.js, Python, GCP, AWS, Docker, Strapi, WordPress, Antd, shadcn/ui, Redis, TanStack Query/Table.

Mysheo *(Software Engineer)* Sep 2022 - Sep 2023

- Developed and maintained web-based applications, including an LMS (Mysheo Study, team of 7) and campaign landing pages (Mysheo Flex, team of 3), driving end-to-end delivery from scratch to production.
- Developed core LMS features, including student enrollment, attendance tracking, assignment management, teacher scheduling, and role-based administration.
- Integrated advanced features including OpenAI's API, real-time data synchronization with Google Sheets, WebSocket communication, and Cloudflare media storage.
- Coordinated development tasks, reviewed code, mentored new engineers, and managed production deployments to support reliable feature delivery.
- Selected Projects: https://study.mysheo.com, https://flex.mysheo.com.
- Technologies**:** React/Next.js (TypeScript/JavaScript), Express.js, Material UI, MariaDB, Redis, WebSocket, Cloudflare, OpenAI API, Docker, Cypress, Jest.

Skills

- Utilize clear AI-assisted workflows and run multiple AI tools simultaneously for different tasks to accelerate implementation and improve code reliability.
- Strong problem-solving mindset with focus on system architecture and performance optimization.
- English: Basic working proficiency.
- Languages: JavaScript, Python, C++
- Frontend: React, Next.js, TanStack Query, Ant Design, Material UI
- Backend: Node.js, Express.js, REST APIs, WebSockets
- Cloud & DevOps: GCP, AWS, Docker, Cloud Run
- Database & Cache: MariaDB, Redis
- Testing: Cypress, Jest
- Tools: Git, Postman

Activities

- ACM/ICPC: Competitive programming contestant ICPC 2021.
- Programming club: Mentored beginners in basic programming concepts.

Education

Industrial University of Ho Chi Minh City Sep 2021 – Present
Software Engineering