

NGUYEN XUAN HIEU

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SUMMARY

With 2 years of experience as a System/DevOps Engineer specializing in Linux system administration, Kubernetes and Azure/AWS cloud. I am skilled at streamlining CI/CD processes, reducing system downtime, and cutting operational costs through effective infrastructure management.

EDUCATION

University of Technology - Vietnam National University, Ho Chi Minh City

Aug 2019 - Nov 2023

Bachelor of Electronics and Automation Engineering

Overall GPA: 8.38 / 10

WORK EXPERIENCE

System/DevOps Engineer

Upskills Viet Nam

July 2024 - Aug 2025

Tan Binh District, HCMC

Domain: Financial Services

Delivered Klaara product solutions for CIMB Bank

Key Contributions:

- Maintained core systems, enhancing security and supporting international clients.
- Helped minimize downtime by maintaining monitoring, alerts, and recovery processes.
- Built Jenkins/Helm pipelines, reducing deployment time from 1 hour to 15 minutes, enabling 2 releases/week.

DevOps & Automation:

- Migrated CI/CD to monorepo (Git submodules), cutting build time from 30 minutes to 15 seconds.
- Automated Jenkins & Helm pipelines, reducing Docker image size from ~1.2GB down to ~250MB.
- Integrated SonarQube, Trivy, Snyk, mitigated vulnerabilities by over 70% in security audits.
- Delivered secure CI/CD with Quay.io, collaborating with dev teams following DevSecOps best practices.

Systems Design & Integration:

- Configured HPA auto-scaling and MySQL group replication, maintaining 99.95% uptime.
- Designed Helm Charts for clean packaging, enabling versioning, rollback, and simplified micro-service management.
- Enhanced security by defining firewall rules, RBAC policies, secure ingress routing, and password rotation.

Tech Stack: Azure (AKS, Azure VM, ACR, Azure Key Vault), Terraform, Jenkins, Docker, Kubernetes, Helm, OpenShift, Prometheus, Grafana, Loki, SonarQube, Trivy, Snyk, Nginx, Quay.io, Git.

Cloud Engineer Intern

CloudAce VietNam

Feb 2024 - May 2024

District 4, HCMC

Domain: Cloud Solutions

Key Contributions:

- Assisted in managing GCP infra (VPC, IAM, Compute Engine, GKE) to deploy scalable applications.
- Supported Terraform provisioning of resources with reusable, version-controlled modules.
- Deployed AI microservices on GKE with Cloud Storage datasets, and documented Terraform workflows & best practices.

DevOps & Automation:

- Practiced GitOps with ArgoCD to automate deployments on GKE.
- Helped implement Terraform-based workflows for consistent infra provisioning.

Tech Stack: GCP (GKE, Compute Engine, IAM, VPC, Cloud Storage), Terraform, ArgoCD, GitLab CI, GitOps.

DevOps/C++ Intern

Bosch Global Software Technologies Co.

Aug 2023 - Jan 2024

Tan Binh District, HCMC

Domain: Automotive

Key Contributions:

- Assisted in configuring, and troubleshooting of Linux systems for software development lifecycle.
- Contributed to containerizing automotive applications with Docker for consistent build and test environments.
- Tracked resource consumption in automotive toolchain workloads via Linux utilities and AWS CloudWatch.

DevOps & Automation:

- Involved in developing CI/CT pipelines for automotive tools, enhancing build and test automation.
- Engaged in deployment workflows using Jenkins, Git, and Docker to streamline software delivery.
- Documented CI/CD workflows collaboratively with cross-teams, ensuring clarity and consistent practices.

Tech Stack: Linux, Jenkins, Git, Docker, AWS (EC2, S3, CloudWatch,...), Linux utilities (htop, iostat, perf).

Key Contributions:

- Built AWS Landing Zone with isolated Dev/UAT accounts and secure environments.
- Designed modular Terraform infra with reusable modules and remote state management.
- Implemented Git-based Terraform workflow with environment-specific pipelines.

DevOps & Automation:

- Automated Java/NodeJS deployments to ECS Fargate via GitHub Actions CI/CD.
- Adopted Blue-Green deployment for zero-downtime releases and traceability.
- Integrated SonarQube for vulnerability detection and compliance enforcement.

Systems Design & Integration:

- Secured infra with IAM, SGs, secret rotation, and AWS Config compliance.
- Maintained 99.95% uptime via multi-AZ RDS, cross-region backups, DR playbooks.
- Enabled centralized monitoring with CloudWatch, CloudTrail, and VPC Flow Logs.

Tech Stack: AWS (ECS, EKS, RDS, ALB, Secrets Manager, IAM), Terraform, GitHub Actions, SonarQube.

TECHNICAL SKILLS

- **System Administration:** Windows Server, Linux, Bash, Python, Ubuntu, CentOS, RHEL, Active Directory, Azure AD, Entra ID, DNS, HTTP, SSL/TLS, VPN, Networking, MySQL Server, Oracle, NAS.
- **CI/CD Automation:** Git, Jira, Jenkins, GitHub Actions, Docker, Kubernetes, K8S, OpenShift, Helm, Terraform, Ansible.
- **DevSecOps:** Prometheus, Grafana, Loki, OpenTelemetry, Istio, Trivy, ArgoCD, New Relic, Snyk, Black Duck, SonarQube.
- **Cloud Platforms:** Azure (VM, AKS, ACR, NSG, Key Vault, CLI), AWS (EC2, IAM, RDS, S3, ECR, ECS, EKS, VPC, NAT, ALB), and GCP.
- **Support, Troubleshooting:** System diagnostics, user support, technical communication with clients.

ACHIEVEMENTS

- Microsoft Certified: Azure Administrator Associate
- Google Cloud Certified: Professional Cloud Architect
- AWS Educate Certified – Cloud Computing 101
- AWS Educate Certified – VPC and Networking
- TOEIC Certificate – IIG Vietnam: 855/990 (Professional English Communication)