

# Henry Nguyen

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## EXPERIENCES

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**Citizens Financial Group (Citizens Bank) / Software Engineer I / Plano, TX** May 2023 – Present  
*RAG AI Chat Bot / Cloud Gen AI Team*

- Developed a POC React-based RAG AI chatbot into an internal-facing web application.
- Automated document chunking and embedding of 500+ documents with LangChain and AWS Titan Embedding Model, enhancing data retrieval and searchability in Amazon OpenSearch.
- Streamlined AI chat bot responses using AWS Bedrock and Claude 2.0, with DynamoDB for short-term memory, improving end-user experience and response relevancy.

*OpenShift Cluster Migration / PaaS Team*

- Automated key tasks in a parallel OpenShift cluster migration for 130+ cross-functional teams by creating Bash scripts leveraging Bitbucket and OpenShift APIs, streamlining deployments, routing, and API connections across P2, P1, and Prod environments.

*AWS EKS Admin Pipeline / PaaS Team*

- Built a Jenkins admin pipeline using Groovy to automate the setup of new EKS clusters, utilizing Helm commands to install Istio, Vault, and other essential services, streamlining configuration and ensuring consistency across all clusters.

**Hewlett Packard (HP Inc.) / Software Engineer Intern / Houston, TX** May 2022 – Apr. 2023  
*Z Desktop Workstations Team*

- Automated Canonical's preload certification test suites for Linux workstations by developing Bash scripts and service files to manage 240+ tests, delivering a scalable self-certification solution that improved engineering efficiency by 25%.

## PROJECTS

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**ReRide / Microservices, Java, PostgreSQL, Docker, TypeScript** Feb. 2025

- Designed and developed a subscription-based ride scheduling platform with a microservice architecture, using Java with Spring Boot for the backend and TypeScript with Next.js for the frontend.
- Built RESTful APIs, leveraging OpenFeign for inter-service communication, and RabbitMQ for event-driven user notifications.
- Implemented load balancing and an API Gateway to optimize request routing and distribute traffic across replicated services.
- Containerized microservices and external dependencies using Docker, ensuring scalable and isolated deployments.

**WebSocket Chat Room / Java, Spring Boot, WebSocket, Swing Framework** Sep. 2024

- Implemented a WebSocket-based messaging application using Spring Boot, enabling real-time communication with active users and STOMP protocol integration.
- Developed a Java Swing GUI client, featuring dynamic user management, message handling via a message broker, and SockJS fallback support for cross-environment compatibility.

## EDUCATION

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**University of Houston / B.S. – Computer Engineering / GPA: 3.78**

## TECHNICAL SKILLS

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- **Languages:** Java, Python, C++, SQL, HTML, JavaScript, CSS, TypeScript, Bash, Solidity, Groovy
  - **Technologies:** GraphQL, Next.JS, React, Vercel, Node.JS, LangChain, Express, Axios, Vue.JS, JUnit 5, Spring Boot, Maven, Hardhat, Selenium, Ether.JS, Redux, OpenCV, JavaFX, WebSocket
  - **Cloud & Databases:** MySQL, MongoDB, NeonDB, PineconeDB, AWS S3, Bedrock, Lambda, DynamoDB, PostgreSQL
  - **Development Tools & DevOps:** Git, Docker, Postman, Jenkins, Jira, Bitbucket, SonarQube, Kubernetes, OpenShift, Helm, Vault
  - **Methodologies & Architectures:** Scrum, Agile, Microservices, Retrieval Augmented Generation (RAG)

## INVOLVEMENTS & LEADERSHIP

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**Tapia Conference / Corporate Supporter / Dallas, TX** Sep. 2023

- Represented Citizens Bank at the 2023 CMD-IT Tapia Conference, engaging with over 2,000 attendees and supporting the professional development of students through career fairs and workshops.

**Elev8 / Active Member / Business Resource Group (BRG) / Plano, TX** May 2023 – Present

- Participated in professional development activities, including workshops, focus groups, and a mentor/mentee program.