

Nguyen Ngoc Hieu

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PROFESSIONAL SUMMARY

Data Science undergraduate focused on machine learning, data analytics, retrieval-augmented generation, and software automation. Strong foundation in algorithms and practical AI/data projects using Python, Scikit-learn, NLP, and LLM-based systems.

TECHNICAL SKILLS

Programming Python (4/5), C/C++ (3.5/5), Java (3/5), MATLAB (3/5)
Data Science Pandas, NumPy, Scikit-learn, Machine Learning, Data Analytics, EDA
AI & NLP Large Language Models, Retrieval-Augmented Generation, NLP, Sentiment Analysis
Tools Git, GitHub, Jupyter Notebook, Google Colab, LaTeX
Languages Vietnamese (Native), English (Working Proficiency), French A2 (TCF)

EDUCATION

University of Science and Technology of Hanoi (USTH) Jul. 2023 – Sep. 2027 (Expected)
Bachelor of Data Science Hanoi, Vietnam

Relevant Coursework: Machine Learning, Data Mining, Algorithms, Probability & Statistics, Linear Algebra, Database Systems.

WORK EXPERIENCE

Software Engineer Intern Apr. 2026 – Present
MindX Technology School Hanoi, Vietnam

- Developed automated software systems to support internal operations and improve workflow efficiency.
- Built practical tools for education and management workflows, reducing repetitive manual tasks for non-technical users.

PROJECTS

USTH Chatbot – Retrieval-Augmented Generation Nov. 2025 – Feb. 2026
Supervisor: Nguyen Tuan Khang, Regional Leader – IBM AI & Data Platform | GitHub

- Built a local RAG academic assistant for USTH students by converting 9 university PDFs into 185K+ characters and 308 retrievable chunks for document-grounded QA.
- Implemented the retrieval stack with LangChain, ChromaDB, multilingual-e5-base embeddings, OCR support, article-level splitting, and persistent vector storage.

Amazon Electronics Customer Feedback Apr. 2025 – Jun. 2025
Customer Review Analytics and Recommendation Modeling | GitHub

- Cleaned and modeled 1,465 Amazon Electronics product-review records, engineering pricing, discount, rating, and review-text features for customer feedback analysis.
- Built ML/NLP pipelines for satisfaction prediction and sentiment analysis using Random Forest, XGBoost, TF-IDF + SVM, and BERT/DistilBERT-based modeling.
- Implemented product clustering and content-based recommendation with K-Means/DBSCAN and cosine similarity, surfaced through an interactive React analytics dashboard.

HR Performance Analysis May 2025 – Jul. 2025
HR Data Cleaning, Analysis, and Evaluation Project | Project Folder

- Cleaned and analyzed 945 employee-year records for 292 employees across 2014–2019, covering 5 departments, 3 branches, salary, bonus, satisfaction, and performance data.
- Built Excel/Power BI analysis outputs showing 75.7% active employees, 18.2% resignations, average satisfaction score of 3.85 out of 5, and 79.1% “Fully Meets” latest performance ratings.
- Compared compensation and retention indicators by department, branch, status, and job title, including an average total compensation of \$80.5K for HR decision-support insights.

HONORS & AWARDS

- Champion, USTH Code Championship – USTH Youth Union Apr. 2025
- Second Prize, Summer Data BootCamp 2025 – FTU Youth Union May 2025
- Consolation Prize, Vietnamese National Student Informatics Olympiad – Specialized Informatics Division Dec. 2024
- Top 5 Non-IT, ICPC Asia Regional Contest – ICPC Global Dec. 2023
- Third Prize, Hanoi Mathematical Modeling Competition Aug. 2023
- Consolation Prize, RnD to Startup Competition – Vietnam National University Dec. 2025

LEADERSHIP & ACTIVITIES

Class Monitor - Data Science Major, USTH Sep. 2025 – Present
Student Leadership

Represented Data Science students, coordinated academic activities, and supported communication between students and faculty.

Member of Math ICT Department, USTH Learning Support Club Nov. 2023 – Dec. 2025
Learning Platform Development and Tutoring

Developed a grading and online learning platform used by over 1500 students. Organized tutorials and supported first-year students in programming, mathematics, and technical subjects.

Member of R&D Department, USTH Coder Club Dec. 2023 – Jan. 2026
Programming Mentorship

Mentored students in Basic Programming and Data Structures & Algorithms classes, supporting technical training and problem-solving practice.