

Phuc (Felix) Nguyen

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EMPLOYMENT HISTORY	Microsoft , <i>Software Engineer, AIOps</i>	2022–2024
	<ul style="list-style-type: none">Engineered graph-based algorithms to identify correlated events, enabling faster triage and mitigation of incidents.Designed schema and built robust ETL pipelines for a knowledge graph representing Azure CosmosDB backend components and status; project recognized with multiple internal hackathon awards.Defined evaluation metrics and implemented end-to-end testing for an LLM-powered application that improved SRE efficiency.Automated detection and mitigation workflows for service reliability issues, reducing response time and manual intervention.	
	University of North Texas , <i>Research Assistant, PhD Candidate</i>	2013–2022
	Developed machine learning models to identify and disambiguate location references in tweets, and built data collection and labeling pipelines for Twitter/X. This work achieved state-of-the-art performance and was presented at ACM SIGSPATIAL.	
	VNNIC , <i>Software Engineer</i>	2012–2013
	Designed and built a shared registry system (SRS) for the national Internet registry, which serves high volumes of requests from competitive domain name registrars.	
EDUCATION	University of North Texas , Denton, Texas	
	M.Sc, Computer Science	2016
	Hanoi University of Science and Technology (HUST) , Hanoi, Vietnam	
	B.S., Computer Science	2008
TECHNICAL SKILLS	<ul style="list-style-type: none">Programming languages: Python, C/C++, Java.Machine learning, data engineering: numpy, pandas, scikit-learn, Matplotlib, gensim, langchain, LlamaIndex.Distributed computing: Azure, Apache Spark, Hadoop, Slurm.	
PUBLICATIONS	<ul style="list-style-type: none">Phuc Nguyen, Yan Huang, Joshua R. Trampier. 2017. Leveraging Spatial Community Information in Location Recognition in Tweets. 1st ACM SIGSPATIAL Workshop on Analytics for Local Events and News (LENS 2017), Redondo Beach, California.Huong Thanh Le, Rathany Chan Sam, Phuc Trong Nguyen. 2010. Extracting Phrases in Vietnamese Document for Summary Generation. The International Conference on Asian Language Processing (IALP), Dec 28–30, 2010, Harbin, China.Nguyen Trong Phuc, Le Thanh Huong. 2008. Vietnamese text summarization using discourse structures. The ICT.rda conference, Hanoi, Vietnam.	
AWARDS AND SCHOLARSHIPS	<ul style="list-style-type: none">NSF Travel Grants for students to attend ACM SIGSPATIALNominated for Vietnam Education Foundation (VEF) fellowship	2014, 2017 2012

- Honorable mentioned in the **national Olympiad of computer programming** (now ICPC) 2005

ACADEMIC
SERVICE

- Reviewer for ACM SIGSPATIAL (2015, 2018), SSTD (2017).
- Volunteer at ACM SIGSPATIAL (2014, 2017), IEEE ICDE (2020).

OTHER
PROJECTS

Vietnamese Language and Speech Processing (VLSP) 2007–2009

Project description: VLSP is a national project to establish fundamental resources and tools for Vietnamese language and speech processing.

Contribution: built the evaluation module for the syntax parser.

Panasonic R&D Pilot Project 2007

Project description: built a program to control a webcam, and a multimedia player in Linux.

Contribution: built the controlling and recording module for the webcam, and the decoding and displaying module for the multimedia player.