

Phuc (Felix) Nguyen

felix.tr.nguyen@gmail.com

linkedin.com/in/phuctrnguyen

EMPLOYMENT HISTORY	<p>Microsoft, <i>Software Engineer, AIOps</i> 2022–2024</p> <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.
	<p>University of North Texas, <i>Research Assistant, PhD Candidate</i> 2013–2022</p> <p>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.</p>
	<p>VNNIC, <i>Software Engineer</i> 2012–2013</p> <p>Designed and built a shared registry system (SRS) for the national Internet registry, which serves high volumes of requests from competitive domain name registrars.</p>
EDUCATION	<p>University of North Texas, Denton, Texas</p> <p>M.Sc, Computer Science 2016</p> <p>Hanoi University of Science and Technology (HUST), Hanoi, Vietnam</p> <p>B.S., Computer Science 2008</p>
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 SIGSPATIAL 2014, 2017Nominated for Vietnam Education Foundation (VEF) fellowship 2012

	<ul style="list-style-type: none"> Honorable mentioned in the national Olympiad of computer programming (now ICPC) 	2005
ACADEMIC SERVICE	<ul style="list-style-type: none"> Reviewer for ACM SIGSPATIAL (2015, 2018), SSTD (2017). Volunteer at ACM SIGSPATIAL (2014, 2017), IEEE ICDE (2020). 	
OTHER PROJECTS	<p>Vietnamese Language and Speech Processing (VLSP)</p> <p><i>Project description:</i> VLSP is a national project to establish fundamental resources and tools for Vietnamese language and speech processing.</p> <p><i>Contribution:</i> built the evaluation module for the syntax parser.</p> <p>Panasonic R&D Pilot Project</p> <p><i>Project description:</i> built a program to control a webcam, and a multimedia player in Linux.</p> <p><i>Contribution:</i> built the controlling and recording module for the webcam, and the decoding and displaying module for the multimedia player.</p>	2007–2009 2007