TRONG HIEU (LUCAS) VUONG

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EDUCATION

University of Victoria	**Sep. 2020 – Dec. 2025**
Bachelor of Science in Computer Science, Honours - GPA 4.0	*Victoria, BC*

EXPERIENCE

SAP	**Jan 2024 - Dec 2024**
DevOps Engineer Intern	*Vancouver, BC*

- Migrated CI pipelines to the Converged Cloud, improving build stability and **cutting average runtime by 30 minutes** while **reducing flaky tests by 30%**, resulting in faster merges and less developer downtime.
- Built an automated Jenkins pipeline to **detect and quarantine flaky tests**, **unblocking 15% of developers** from daily merge failures while auto-notifying owners and creating Jira tickets for streamlining triage and accountability.
- Introduced a **new CI check with GitHub Action**, **running 200 implemented Python unit tests**, lint checking, and ensuring code quality and stability, which prevented potential issues from reaching production.
- Monitored deployment, **released the latest fix to 60 customer groups**, and maintained automated sanity tests in TypeScript to ensure smoother weekly releases and enhance customer satisfaction.
- Implemented Jenkins UI plugin with Jelly to **collect feedback from 1,500 engineers**, storing in SAP HANA Cloud.

Government of British Columbia	**Sep 2023 - Dec 2023**
Fullstack Developer Intern	*Victoria, BC*

- Designed and translated Figma UI prototype to a **Vue.js** web application hosted on the BC Government website.
- Leveraged **Zenhub GraphQL API** for up to **50 working Github repositories** to provide all products release notes.
- Spearheaded **Agile methodologies** by setting up a Scrum board, hosted over 6 iterations of two-week sprint cycle and configured **GitHub Actions CI/CD** pipeline that automates tests, deployment on **Google Cloud** and lint checking.

Atimi Software Inc	**May 2022 - Dec 2022**
Software Engineer Intern	*Vancouver, BC*

- Translated over **400 user actions** into carefully crafted end-to-end (E2E) tests using **Java, Appium, and Selenium**, increasing **50% of early risk detection** and ensuring app performance and stability for **1000+ user** testing accounts.
- Automated test runs, effectively **saving around 45 hours** of engineering time per week spent on manual testing.
- Leveraged **regular expression (Regex)** to validate data format on web and mobile interface during test runs.

PROJECTS

Y Combinator Startup Prize | *Hack The North 2025*

- Developed an **AI-driven analytics dashboard** that automates insurance risk assessment during claim processing by using **Reinforcement Learning models** to extract and score insights from customer documents.
- Built the frontend in Next.js + TailwindCSS with fast filters, pagination, and interactive plots; authorization with **Auth0, a Cohere-powered policy Q&A chatbot**, and **Python RL services**.

T9 Keyboard and Joystick Interface for Accessibility |

- Implemented a custom hardware interface with an **Arduino Uno-based 9-key keyboard and joystick mouse**, implementing a T9 predictive algorithm for efficient text input and joystick-driven cursor control.
- Developed a full-stack companion platform with a Next.js/TailwindCSS/Shadcn UI frontend for **drag-and-drop website building** and a backend using **SerialPort and Socket.IO to stream real-time input from hardware**.

TECHNICAL SKILLS

Tools: Python, Java, Groovy C, HTML/CSS, JavaScript, TypeScript, Swift, SQL, GraphQL, RestAPI, Redis, RabbitMQ
Database: MongoDB, Supabase, Firebase, PostgreSQL, DynamoDB, SAP HANA Cloud
Technologies/Frameworks: Jenkins, GitHub Action, Docker, Next.js, Vue.js, React,js, Node.js, SwiftUI

AWARDS

Awards: Undergraduate Research Award, President's Scholarship, Scholarship In Engineering And Computer Science