

NGUYEN QUOC KHANG

DevOps Engineer | Cloud Infrastructure | AI Engineering & Automation

3x AWS Professional • Agentic AI • RAG • Automation

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PROFILE

AWS Professional-certified DevOps Engineer with hands-on production infrastructure experience and practical delivery of AI engineering systems. Operate multi-client Linux/LXD/LXC environments including approximately 60 Odoo workloads, while building multi-agent, RAG and automation solutions with Open WebUI, Hermes Agent, Qdrant, Langfuse, OpenRouter, JEV, n8n, Airflow and Python. Strong in reliability, troubleshooting, migrations, backup/DR, observability and turning internal business knowledge into usable AI workflows.

≈60	9	11+
Odoo/LXC production workloads	department AI agents in AI Workforce	production n8n workflows

AWS PROFESSIONAL CERTIFICATIONS

		
Solutions Architect - Professional Issued May 22, 2026 Validation: 2c7d9c6367af49c195173ad685e875fb	DevOps Engineer - Professional Issued June 5, 2026 Validation: 064564309e4b4085b358a7c47164beb8	Generative AI Developer - Professional Issued June 11, 2026 Validation: e65cdda571a149d69f25ff196b4c49bf

CORE SKILLS

AI Engineering & LLMops Agentic AI, Multi-Agent, RAG, Open WebUI, Hermes Agent, Qdrant, BGE-M3, reranking, JEV, Langfuse, OpenRouter, MCP/A2A, model routing/fallback, prompt-injection guardrails, evaluation/observability	Automation & Data n8n, Airflow, Python, Bash, PowerShell, dlt, Parquet, DuckDB, FastAPI, Docling/OCR, REST APIs, webhooks, Google Workspace, Microsoft 365, Odoo, database/data migration, Twilio/Vapi
Cloud, Containers & IaC AWS EC2/S3/SES/Route 53/IAM/CloudFront/Systems Manager, OVH, Wasabi, Google Cloud, DigitalOcean, Vultr, Linux, LXD/LXC, Docker/Compose, Terraform, Ansible, Nginx/OpenLiteSpeed, Hyper-V	Reliability, Security & Access Zabbix, Uptime Kuma, Kopia, restore testing, Cloudflare DNS/WAF/SSL/Zero Trust, SSO/OIDC concepts, RBAC/ACL, SPF/DKIM/DMARC, cPanel/WHM, WordPress/Wordfence, pfSense/OpenVPN

Kubernetes/EKS/Helm: hands-on through personal projects, labs and internal tools; no direct production ownership yet.

PROFESSIONAL EXPERIENCE

DevOps Engineer | ITMS Vietnam

Dec 2023 - Present | Ho Chi Minh City, Vietnam

- Operate Linux, LXD/LXC and Hyper-V across multi-client production environments, including approximately 60 Odoo containers, Nginx/reverse proxy, PostgreSQL, migrations, cutovers and incident troubleshooting.
- Manage AWS and cloud services across EC2, S3, SES, Route 53 and IAM-related access, plus OVH, Wasabi and Cloudflare operations, DNS/SSL, mail delivery and cost/reliability troubleshooting.
- Use Terraform, Ansible, GitHub Actions, Jenkins, Python and Bash to standardize infrastructure, CI/CD, deployment and operational handover.
- Build backup/restore workflows for LXC, Odoo and PostgreSQL with Kopia/S3-compatible storage, retention, restore testing, logging and automated notifications.
- Deploy Zabbix/Uptime Kuma monitoring, healthchecks and alerts for servers, containers, SSL/DNS, backups and application availability.
- Build and maintain 11+ production n8n workflows plus Airflow/Python automation for Google Workspace, Odoo, APIs/webhooks, OCR/file processing, database/data migration, deployment checks and business workflows.
- Design AI automation and multi-agent/RAG systems with Open WebUI, Hermes Agent, Qdrant, Langfuse, OpenRouter and LLM APIs, with department knowledge isolation, RBAC, model fallback and observability.
- Manage WordPress/hosting operations and security, including cPanel/WHM, Cloudflare, PHP/database troubleshooting, migrations/backups, Wordfence WAF, vulnerability updates and malware investigation.

SELECTED AI & AUTOMATION PROJECTS

AI Workforce - Multi-Agent Enterprise Platform

Open WebUI | Hermes Agent | Qdrant | BGE-M3 | Reranker | Langfuse | OpenRouter | JEV | Cloudflare Zero Trust/SSO

- Built a self-hosted workspace with 9 department-oriented AI assistants and three permission layers: Tool Policy, server-side RAG ACL and Open WebUI Portal RBAC.
- Implemented department-scoped RAG, agent orchestration, model fallback and Langfuse tracing for cost/quality observability, plus healthchecks, smoke tests and backup/restore runbooks.
- Integrated JEV for prompt-injection decisions before agent execution and relevance filtering after reranking; used feature flags and fail-open behavior so JEV is not a hard dependency.
- Internal validation: RAG Recall@3 = 1.00, 0 detected cross-department ACL leakage and 20/20 smoke checks passed.

Enterprise AI Knowledge Lake / Internal Search Platform

dlt | Gmail/Calendar/Chat/Drive/Odoo connectors | Parquet | DuckDB | Wasabi | Docling | FastAPI | Open WebUI/Onyx | MCP

- Built a multi-tenant ingestion pipeline for business sources, landing structured content in Parquet/object storage with indexing and document-processing workflows.
- Connected internal sources to semantic search, RAG and meeting/knowledge-assistant use cases while keeping tenant data separated.

AI Workflow Automation & Client Integrations

n8n | Airflow | Hermes Agent | Qdrant/RAG | Twilio/Vapi | Google Workspace | Odoo | Monday.com | LLM APIs | Webhooks

- Delivered chatbot, voice and agent workflows connecting messaging, RAG, CRM/booking/business APIs, structured data capture, retries/fallbacks, notifications and human handoff.
- Automated Odoo/Google Workspace file workflows, OCR-to-JSON/document processing, deployment checks, review monitoring and operational alerts.

SELECTED DEVOPS & CLOUD PROJECTS

Production Odoo/LXC Platform, Migration & Troubleshooting

Linux | LXD/LXC | Odoo | PostgreSQL | Nginx | Cloudflare | Terraform | GitHub Actions

- Operate and troubleshoot an Odoo/LXC estate of approximately 60 containers, covering reverse proxy, database, worker/resource tuning, DNS/SSL, deployments, server/database migrations and cutover support.
- Standardized repeatable LXC/Odoo/Nginx environments with Terraform and repository-driven deployment/CI-CD patterns.

Multi-Server Backup, DR & Monitoring Automation

LXD/LXC | Odoo/PostgreSQL | Bash | Kopio | Wasabi/S3 | Zabbix | Uptime Kuma | Google Chat

- Built backup/restore automation with off-site object storage, status/error reporting, retention and restore validation; added monitoring/alerting for infrastructure and backup health.
- Used native snapshots/exports for fast rollback plus off-site copies for host-failure recovery.

AWS / Terraform / Jenkins / EKS Learning Project

AWS S3 | CloudFront | MediaConvert | Lambda | Route 53 | Terraform | Jenkins | EKS/Kubernetes

- Built an AWS media delivery project, then converted the infrastructure to Terraform and deployed through Jenkins CI/CD with EKS/Kubernetes.
- Kubernetes experience is from personal projects, labs and internal tools rather than direct production ownership; actively seeking production exposure.

EDUCATION & ADDITIONAL INFORMATION

Bachelor of Electronics and Telecommunications Engineering | Major: Network

Post and Telecommunications Institute of Technology | 2019 - 2024

- English: around IELTS 5.0; actively improving speaking and listening for international work.
- Additional operations exposure: SharePoint/OneDrive, Mailcow/Postal/SES delivery troubleshooting, MariaDB/MySQL, Google Workspace administration and business-system integrations.
- **Portfolio:** nguyenquockhang.com - selected DevOps, cloud, automation, AI agent, RAG and architecture case studies.