
Tien Dat Do

Portfolio

Experience

ShopeeFood (Sea Group) — Senior Associate, Operations

AI Automation & Chatbot

Ho Chi Minh City

Jul 2026 – Present

- Own the document agent that turns merchant onboarding uploads — business registrations, contracts, ID cards — into a structured KYC record for the operations team.
- Designed a deterministic quality gate (resolution, blur, brightness, decode) that owns the accept / review / reject verdict and escalation path, with the LLM restricted to extraction only — removing the failure mode where a model confidently asserts a field it could not actually read.
- Versioned rollout with a documented rollback path and a first-run verification checklist for each release.

MoMo (M_Service) — Internal Platform Specialist

Internal AI Chatbot

Ho Chi Minh City

Dec 2025 – Jun 2026

- Took over as PO in week 3 of probation; led end-to-end build and launch of the team's internal chatbot — prompt engineering, knowledge-base management, hybrid RAG (KNN), and message tracing for debugging.
- Built custom Claude Skills automating daily tasks for team members, supporting the company-wide move toward an AI-agent ecosystem.
- Owned the operational ticket and CSAT data pipeline — cleaning, trend analysis, and bi-weekly performance reporting to the team lead.

VinMake (backed by Do Ventures) — Assistant to Directors

Ho Chi Minh City
Apr 2024 – Dec 2025

- Built lightweight ETL/ELT in Lark Base / Airtable + Google Apps Script and a metric layer for OTIF, lead-time percentiles, defect/AQL rates and cost variance — +12% gross-margin visibility, +25% cash-flow forecast accuracy.
- Deployed an email-triage agent (NexAI) and a PDF-invoice parsing pipeline; automated invoice-vs-rate reconciliation to flag billing discrepancies.
- Mapped procurement → production → QC → shipment, defined SLAs and alert thresholds, and acted as primary client liaison through manufacturing and delivery.

Selected Projects

- Uдеми — udemi.tech · AI-education platform for Vietnamese users. Next.js + Supabase on Vercel, built with Claude Code. Featured on Unicorn (Vietnamese Product Hunt)
- BreakdownAI — breakdownxai.vercel.app · a multimodal production assistant that pairs Claude Sonnet 4, Kimi K2, and Groq LLMs with Firebase Functions, Firestore queues, and SAP-style CSV exports to help engineers deconstruct BOMs, surface supplier intel, and prep sourcing packs in minutes.

Skills

- **AI & Automation** — Claude Code, Anthropic API, Gemini API, prompt and context engineering, RAG (KNN hybrid search), knowledge-base management, JSON schema design, agent evaluation harnesses
- **Data & BI** — pandas, NumPy, BigQuery, Looker Studio, Tableau, Power BI (DAX, Power Query), Excel (VBA, pivot tables); descriptive stats, regression, Monte Carlo simulation
- **Programming & APIs** — Python, JavaScript/Node.js, Google Apps Script, OpenCV; REST, Notion, Slack, Telegram, Google Chat Card APIs

Education

- **Western Sydney University** — Bachelor of Applied Finance · Sep 2019 – May 2023 Coursework: Business & Data Analytics, Financial Modeling, Forecasting, Budgeting
- **Certifications** — [Claude with the Anthropic API](#) · [Postman API Testing Path](#) · Google Data Analytics (1, 2, 3)