



Tommy Tran

AI ENGINEER · M.Sc. ARTIFICIAL INTELLIGENCE

Aachen, Germany

✉ trantommy.2001@gmail.com | 🏠 trantommy.com | 🌐 tommytrn

Education

M.S. in Artificial Intelligence

Maastricht, Netherlands

MAASTRICHT UNIVERSITY

Sep. 2023 - Oct. 2025

- Coursework: Advanced Machine Learning, Agents and Multi-Agent Systems, Natural language Processing, Computer Vision, Knowledge Graphs, Data Mining, Autonomous Robotic Systems
- Thesis: *A Multimodal AI Tutor: Conversational Guidance with Dynamic Visualizations* (grade 9.0/10)

Aarhus University

Aarhus, Denmark

ERASMUS EXCHANGE SEMESTER

Aug. 2024 - Jan. 2025

- Elective semester abroad as part of the master's programme
- Coursework: Data Visualization, Algorithms, Incentives and Analysis, Advanced Data Management and Analysis

B.Sc. in Applied Mathematics and Computer Science

Aachen, Germany

FH AACHEN UNIVERSITY OF APPLIED SCIENCES

Sept. 2020 - Aug. 2023

- Dual programme run jointly with INFORM GmbH.
- Coursework: Analysis, Linear algebra, Stochastics, Numerics, Algorithms and Data Structures, Databases, Software Engineering, Machine Learning, Artificial Intelligence
- Thesis: *Development of an Interactive Tutorial for the Truck Time-Slot Management and Yard Control System SYNCROSUPPLY*

Publications

An AI Tutor System with a Virtual Whiteboard for Statistics Learning

IEEE EDUCON

T. TRAN, M. BOUSSÉ, A. HÄRMÄ

Egypt, 2026

- DOI: 10.1109/EDUCON67543.2026.11574422

Automatic Conversational Assessment Using Large Language Model Technology

ICETC

J. BERGERHOFF, J. BENDLER, S. STEFANOV, E. CAVINATO, L. ESSER, T. TRAN, A. HÄRMÄ

Portugal, 2024

- DOI: 10.1145/3702163.3702169

Experience

AI Engineer

Aachen, Germany

INFORM GMBH

Oct. 2025 - Present

- Built a Retrieval-Augmented Generation (RAG) chatbot on AWS Bedrock, grounding LLM responses in internal documentation to reduce hallucinations; adopted by customers for self-service system documentation support
- Designed and built INFORM's first centralized data warehouse on AWS, consolidating data from multiple disparate systems into a single accessible source - laying the foundation for ML and process mining initiatives
- Prototyped a process mining module on top of the data warehouse, exploring process-discovery use cases for vehicle logistics workflows
- Built internal AI tools to improve engineering efficiency, including automated support-ticket creation, an assistant for exploring the system's data model/entities, and a prototype for visual UI analysis

Software Developer

Aachen, Germany

INFORM GMBH

Sep. 2023 - Oct. 2025

- Translated customer requirements into implemented features end-to-end within a delivery team, working across the full stack from backend to UI implementation
- Developed new product features for INFORM's vehicle yard management system, directly addressing customer-specific operational needs
- Collaborated closely with customers throughout the delivery cycle, from requirement gathering to shipped feature, ensuring solutions matched real-world yard logistics workflows

Dual Student & Trainee, Mathematical-Technical Software Development (MATSE)

Aachen, Germany

INFORM GMBH

Sep. 2020 - Aug. 2023

- Worked across multiple customer projects during a three-year dual vocational programme, taking on varied tasks and responsibilities and gaining hands-on experience across the software stack
- Mentored fellow trainees as an in-house tutor, supporting their technical onboarding and coursework

Skills

Programming	Python, Java, TypeScript
AI & ML	LLMs, Multi-Agent Systems, RAG, NLP, Computer Vision
Data	Data Warehousing, Data Mining, Data Visualization, Vector and Relational Databases
Infrastructure	Docker, AWS, Git
Languages	German (native), English (fluent)

Extracurricular Activity

Weltwärts Volunteer	<i>Pella, South Africa</i>
DSJW (DEUTSCH-SÜDAFRIKANISCHES-JUGENDWERK E.V.)	<i>Aug. 2019 - Aug. 2020</i>
• Taught Math and English up to 12th grade as part of a full-time international service placement in South Africa • Led classroom instruction and one-on-one tutoring, adapting teaching approach to different student levels and needs • Co-organized community events with local staff and residents	