

TUNG M. VU

ENGINEERING MANAGER | FULL-STACK PRODUCT ENGINEERING

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PROFILE

Engineering Manager with 9+ years of experience leading teams and building scalable software products across web applications, backend services, data, and cloud infrastructure. Combines people leadership and delivery ownership with hands-on technical direction, system architecture, reliability, and product execution. Experienced in turning changing requirements into clear plans, developing engineers, and improving delivery quality.

CORE LEADERSHIP

People leadership and career development | Delivery planning and prioritization | Cross-functional execution | Technical strategy and system architecture

PROFESSIONAL EXPERIENCE

CX GENIE

Oct 2024 - Present

Engineering Manager

- Lead a full-stack team of 4-6 engineers across one to two squads while remaining hands-on with architecture and critical delivery.
- Own delivery across web applications, backend services, integrations, and AI workflows for an AI customer-support platform.
- Work across Next.js, React, TypeScript, NestJS, PostgreSQL, Redis, Temporal, OpenAI APIs, and AWS.
- Helped reduce production incident frequency from roughly one every 1-2 weeks to no more than one per month through performance and reliability improvements.
- Helped deliver and stabilize an enterprise product line that was later sold to another company.
- Participated in 10+ interviews that resulted in 3-4 hires; directly onboarded two developers who remained with the team.

HELLO HEALTH GROUP

Jun 2022 - Oct 2024

Lead Frontend Engineer

- Led 5-7 engineers across multiple product teams delivering 4-5 healthcare products serving 8-9 international site variants.
- Set technical direction for React and Next.js builds, shared design-system components, utilities, code structures, and review practices.
- Supported regional teams with feature delivery, production fixes, and local market changes.
- Improved Lighthouse scores from roughly 50 to 70-80 through SEO, performance, and page-quality work.
- Developed engineers through 1:1s, code reviews, technical guidance, and knowledge-sharing sessions.

HELLO HEALTH GROUP

Dec 2020 - Jun 2022

Senior Frontend Engineer - Contractor

- Contributed as an individual engineer to frontend refactoring and shared component work across healthcare platforms.
- Built React and Next.js features, reusable components, and supporting utilities for international site variants.

AXON

Apr 2020 - Jun 2025

Senior Frontend Engineer - Contractor, Part-time

- Helped migrate frontend deployment from Vercel to an end-to-end AWS delivery flow.
- Built content-driven pages and reusable components connected to Prismic and Storyblok for a global marketing site.

PIXIO STUDIO

Feb 2020 - May 2022

Technical Lead

- Led a full-time team of 5-6 engineers delivering a multi-channel messaging platform with dashboards and real-time features.
- Made key technical decisions, owned system planning, mentored engineers, and supported product delivery across the platform.

PROFESSIONAL EXPERIENCE (CONTINUED)

JINGO

Feb 2019 - Jan 2020

Technical Lead

- Led mobile and web releases of a real-time quiz application supporting up to several thousand concurrent viewers and players.
- Coordinated React Native, React, Firebase, and Node.js work while supporting junior developers and interns.

DESIGNVELOPER

Feb 2017 - Feb 2019

Full Stack Developer

- Delivered web and mobile applications for international customers using React, React Native, Node.js, and MongoDB while working directly with non-technical stakeholders.

TECHNICAL BREADTH

Applications	TypeScript, React, Next.js, Tailwind CSS, Vite
Backend and data	Node.js, NestJS, PostgreSQL, Redis, Temporal, OpenAI APIs
Cloud and delivery	AWS, Docker, Cloudflare, Vercel, CI/CD
Leadership	Engineering management, technical leadership, system design, mentoring, product delivery

EDUCATION

2015 - 2016	MSc Information Technology, Distinction The University of Nottingham, UK
2011 - 2015	BSc (Hons) Computer Science The University of Nottingham, UK