



Minh Nguyen

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■ PROFILE

I've been writing software and leading teams for more than **10 years**. Today I'm Product Engineering Manager at Crossian, leading 15 engineers. Before that I led a 20-person team at VinSmart Future building an **AI agent assistant** for Vingroup's leadership, and as Head of Engineering at Bạn Uống Tôi Lái I rebuilt the whole platform in **Go microservices**. Before that I spent almost five years at Zalo as Technical Manager. My two teams there (40+ engineers) built the **Mini App platform**, which 1000+ businesses use, and **social games** that millions of people play every day. The work I enjoy most is on **scalable systems**, **payment platforms**, **real-time apps** and, lately, **AI agents**. These days I spend as much time on the product side as on the engineering side.

■ EXPERIENCE

Jun 2026 – Present

5 mo

Hanoi, Vietnam



Product Engineering Manager

Crossian

I lead a team of 15 engineers building Crossian's internal systems.

- Building the **supply chain operations** system, plus **auto marketing** and **auto content** tools for the business teams.
- I work on both the product and the engineering side. I talk to the business, decide what we build, and keep the whole system in view.
- The team uses **AI coding agents** every day. That lets us ship fast while still knowing exactly what we're shipping.

Mar 2026 – Jun 2026

4 mo

Hanoi, Vietnam



Director of Product, AI Assistant

VinSmart Future

I led a 20-person team building an AI assistant for Vingroup's leadership, and owned the product side of it.

- The goal was a genuinely useful **AI agent**: one with memory and a set of skills it can call on.
- Designed it as a **multi-agent system**, with separate agents splitting up the work.
- Worked on **decision support** so the assistant could help leaders think through decisions.

Sep 2024 – Feb 2026

1 yr 6 mo

Ho Chi Minh City, Vietnam



Head of Engineering

Bạn Uống Tôi Lái

I came in to replace an old PHP system that couldn't keep up with the business anymore.

- **Rebuilt the platform** as **Go microservices**, so it could scale and stay stable as the business grew.
- Acted as **product owner**. I worked directly with Biz and Ops, figured out what they needed, and turned it into work for the tech team.
- Led a 20-person team of designers, developers, QC and DevOps.
- Brought **AI into operations** early, building LLM tools for the ops team.

Nov 2019 – Aug 2024
4 yr 10 mo
Ho Chi Minh City, Vietnam



Technical Manager

Zalo

My main job for almost five years. I managed two teams, 40+ engineers in total.

- Built the **Zalo Mini App platform** from zero. Over 1000 businesses run on it today.
- Shipped **10+ multiplayer social games** with millions of daily active users.
- Kept things stable at that scale. With millions of users something is always breaking, so a big part of the job was catching problems early and fixing them fast.
- Spent a lot of my time coaching people and fixing how the team worked together. When that got better, the products got better too.

Oct 2017 – Oct 2019
2 yr 1 mo
Ho Chi Minh City, Vietnam



Lead Software Engineer

Zalo

I built the login system that the rest of Zalo depends on.

- The **ID Gateway** handles 20M+ users every day. If it goes down, everything goes down, so reliability always came first.
- Led a team of 20+ engineers. Most of my time went into unblocking people and helping them improve.
- Built the **Zalo Developer Platform** with OAuth, so outside developers could use our APIs.
- Wrote a lot of the docs myself. Developers won't use an API they can't understand.

May 2016 – Sep 2017
1 yr 5 mo
Ho Chi Minh City, Vietnam



Senior Software Engineer

Zalo

I led front-end for Zalo's web and desktop chat apps.

- Built the UI components. In a chat app people notice any lag right away, so speed mattered more than anything.
- Set up architecture patterns that other teams later picked up.
- Did a lot of performance work. With millions of users, small wins add up.
- Changed how we shipped so we could release faster without breaking things.

Oct 2014 – Apr 2016
1 yr 7 mo
Ho Chi Minh City, Vietnam



Senior Java Developer

ME Corp

Built multiplayer mobile games and the backend that let lots of players play at the same time.

Mar 2012 – Oct 2014
2 yr 8 mo
Ho Chi Minh City, Vietnam



Software Engineer

VNG Corporation

Built web and mobile apps, with a focus on speed and reliability.

Apr 2012 – Oct 2012
7 mo
Ho Chi Minh City, Vietnam



PHP Developer

QH Online Solution Co. Ltd

My first developer job, building web apps for clients while still at university.

SKILLS

Leadership	Team Leadership · Mentorship
Architecture	System Design · System Architecture · Microservices · High Scalability
Backend	Go · Java · Node.js · Postgres
Frontend	React · Vue · Next.js · Typescript
Infrastructure	Docker · Kubernetes

EDUCATION



2009 – 2013

Engineering Degree of Networking and Telecommunication

UIT - University of Information Technology



2022

Leadership Development Program

NUS - National University of Singapore