NICK NGUYEN, PMP

TECHNOLOGY EXECUTIVE · PRODUCT & PROGRAM LEADERSHIP · AI STRATEGY & ARCHITECTURE

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PROFILE

Technology executive with 20+ years in software, including 5 years as CTO. Self-taught developer who rose to running a company's entire technology org, treating every challenge as an opportunity for growth -- the harder the challenge, the bigger the opportunity. Leads product delivery, budgets, and AI strategy alongside deep technical judgment.

KEY STRENGTHS

Executive & Organizational Leadership Owned Navenu's technology budget, hiring, and org design end to end, authoring the roadmaps and budgets behind funding rounds totaling up to $1M.

Product & Program Delivery Built Native West's full project-lifecycle system and delivered 100+ fixed-bid client engagements at Internet Technology Services; rescued a stalled Navenu initiative and shipped it under budget.

AI Strategy & Applied Integration Three LLM/voice-AI products running in production today, from architecture and vendor selection through launch, not just implementation.

CORE COMPETENCIES

PMP® Certified (active since 2020) • Product & Program Management • Technical Roadmapping • Agile / Scrum Leadership • Stakeholder Management • Budget & Vendor Ownership

AI Strategy & Integration • LLM Integration • RAG & Vector Retrieval • Multi-Agent Orchestration • AI Workflow Automation

Cloud Architecture • REST API & System Design • Full-Stack Development • Docker / CI-CD • GEO / AI Search Visibility

PROFESSIONAL EXPERIENCE

Chief Technology Officer | Navenu Inc. **2020-2026**

Toronto, Canada (remote). AI-powered concierge platform for London and Dubai; iOS, Android, and web.

- Architected a multi-region platform serving 500+ venues and ~100 expert curators across two markets.
- Cut technology overhead 45% by consolidating scattered third-party services onto AWS and Google Cloud.
- Transitioned separate native iOS and Android codebases to a single React Native codebase, increasing development productivity more than 100% and cutting development cost 45%.
- Deployed an LLM concierge that converses with users and recommends venues from live platform data.
- Designed 1 centralized REST API serving 3 client surfaces: mobile, web, and admin.
- Led Agile engineering teams across international time zones, authoring the roadmaps and budgets that contributed to several funding rounds totaling up to $1M.
- Supported Navenu's SEIS (Seed Enterprise Investment Scheme) UK designation, qualifying the company for UK investor tax relief.
- Mentored 2 developers on the engineering team, supporting their technical growth alongside product delivery.

Founder & Lead Full-Stack Developer | Internet Technology Services **2009-2020**

Orange County, CA. Freelance web and application development, concurrent with the roles below.

- Delivered 100+ client projects on time and on budget for local SMBs and three partner agencies.
- Built KPI Ultrasound's e-commerce platform, the #1 pre-owned ultrasound seller in the US, importing thousands of SKUs.
- Engineered Yogurtland's outbound email platform on Amazon SES with campaign management and list handling.
- Migrated Brookstone Law's infrastructure across 100+ ports and on-site and remote servers with minimal downtime.
- Produced The Bridge OC's full site in one week: design, graphics, content, code, and server setup.

- Provisioned and managed client environments on AWS (EC2, VPC, S3, CloudFront, SES, Lambda) and Google Cloud.
- Secured Gorjana's payment system for PCI compliance on an e-commerce site serving approximately 1.9 million sessions monthly.
- Coached 3 developers within the practice's contractor pool, growing their technical capability across concurrent engagements.

EARLIER EXPERIENCE

Technology Director | Native West | Dana Point, CA **2015-2017**

Centralized remote departments into one project management system spanning estimate through fulfillment; drove the lead-gen site to #1 organic ranking.

Technology Analyst | Universal Development Group | Newport Beach, CA **2013-2015**

Performed technical due diligence on acquisitions and advised portfolio companies across 3 industries on workflow.

Lead Developer | Contest Central | Marina Del Rey, CA **2010-2011**

Promoted to Lead within months; owned the V2 release and an AWS migration to S3 and CloudFront.

Lead Developer | Assembly Alliance | San Juan Capistrano, CA **2009-2010**

Stood up a PrestaShop platform carrying 10,000+ products with Synnex, BrokerBin, and Ingram Micro integrations.

CEO | Eminent Funding Mortgage Corp | Garden Grove, CA **2007-2009**

Scaled a boutique brokerage into a full mortgage bank in 2 years.

INDEPENDENT PROJECTS

Belvedere AI AI voice receptionist and missed-call recovery *belvedere.internettechnologyservices.com*

- Launched a human-sounding AI receptionist that answers live calls 24/7 and runs automated missed-call follow-up.
- Implemented caller-identity routing and calendar-aware booking, targeting the ~62% of small-business calls that go unanswered.

Stack: *Vapi and ElevenLabs voice, Node.js/TypeScript, Supabase, Stripe billing, Vercel and Fly.io.*

GuideToRide.com Two-sided mountain-bike guide marketplace *guidetoride.com*

- Shipped a 2-sided booking marketplace solo, concept to production: data model, guide profiles, and payments.
- Added availability calendars, in-app booking chat, trail maps, QR-code verification, and 2 role-based dashboards.

Stack: *React, Node.js/TypeScript, Docker, AWS ECR and App Runner, S3 and CloudFront, Stripe Connect.*

Automating Tinder Computer vision preference engine *nicknguyen.com/blog/custom-dating-ai*

- Assembled a Python, TensorFlow, and OpenCV pipeline that normalized 4,000+ profile images for facial detection.
- Trained a binary classifier to score preference likelihood and drive real-time decisions.

TECHNICAL SKILLS

AI / ML: LLM APIs (Anthropic Claude, OpenAI), conversational voice AI (Vapi, ElevenLabs), RAG, embeddings and vector stores, multi-agent orchestration, prompt engineering, TensorFlow, YOLO, OpenCV

Languages & Frameworks: Python, JavaScript, TypeScript, PHP, React, React Native, Next.js, Node.js, Tailwind, HTML, CSS, WordPress

Cloud & DevOps: AWS (EC2, VPC, S3, CloudFront, SES, SNS, Route 53, Lambda, ECR, CloudWatch), Google Cloud, Vercel, Fly.io, Docker, GitHub Actions, Linux

Data & Integrations: PostgreSQL/Supabase, MySQL, MSSQL, SQLite, REST APIs, Stripe, Twilio

Practices: Agile/Scrum, event-driven and MVC architecture, CI/CD, Git

PERSONAL

Endurance cyclist: 40,000+ miles including the full California coast, top 1% of Strava activities in 2022 and 2023. Volunteer webmaster for R5 Ciclismo, a 200+ member cycling club.