

JASON GIANG

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CHIEF TECHNOLOGY OFFICER (CTO) | AI, SAAS & CLOUD INFRASTRUCTURE EXPERT

SUMMARY

Visionary Chief Technology Officer with over 10 years of experience in technical product development and 5+ years in executive technical leadership. Proven expertise in designing and building high-performance, scalable, and reliable cloud architectures, B2B/B2C SaaS products, and unified AI-driven platforms. Adept at bridging advanced AI/ML research (LLMs, NLP, predictive analytics) with real-world business applications. Strong track record of leading distributed, cross-functional Agile teams, implementing rigorous cybersecurity policies, and translating strategic business vision into actionable tech solutions. Passionate about driving enterprise innovation through intelligent automation and robust data analytics.

WORK EXPERIENCE

Co-Founder & Chief Technology Officer (CTO)

March 2024 - Present

GuidenAI INC. / San Francisco Bay Area (Hybird)

Lead the technological vision and execution for the GuidenAI ecosystem, a unified AI-driven suite comprising a consumer travel superapp and the B2B SaaS platform, Broxi.ai

- Tech Strategy & Cloud Infrastructure: Designed and built a highly scalable, high-availability cloud architecture capable of handling secure, concurrent enterprise workflows, achieving 99% system reliability and a 70% reduction in enterprise integration time.
- AI/ML & LLM Integration: Architected "Broxi Autopilot," a proprietary no-code AI agent engine. Engineered a flexible, hallucination-free RAG infrastructure integrating external REST/GraphQL APIs to enrich data from 35+ platforms (Slack, Web, Enterprise APIs).
- SaaS Product Development: Orchestrated the R&D of multimodal UX layers (Voice, Text, NLP, Gesture) and optimized AR computer vision with edge computing for a seamless, high-performance user experience.
- Team Leadership & Agile/Scrum: Scaled and led cross-functional engineering teams using Agile/Scrum frameworks. Mentored developers on CI/CD pipelines and best software development practices.
- Security & Compliance: Formulated and enforced stringent cybersecurity policies, AI Governance, and GDPR-compliant data privacy standards across all AI models and SaaS platforms.

APAC Manager - Regional Operations

June 2022 - August 2024

FamiChain Network / London, UK - Vietnam

- Architected decentralized finance (DeFi) frameworks and Web3 integration for regional enterprise partners.
- Executed a market expansion strategy that increased APAC regional footprint by 40% and annual revenue by 35%.
- Navigated complex regulatory landscapes to secure operational licenses and clearances for blockchain-based services in 5 new international markets.
- Cultivated strategic fintech partnerships and joint ventures, driving a 30% increase in collaborative business opportunities in the Web3 ecosystem.
- Optimized regional operations, achieving a 20% reduction in costs through vendor negotiations and a 25% improvement in efficiency.

Head of IT & Marketing

July 2018 - August 2019

The Fitout SJC / Ho Chi Minh City, Vietnam

- IT Infrastructure & Disaster Recovery: Successfully led the migration to a new cloud IT infrastructure with zero downtime. Established comprehensive IT disaster recovery plans to ensure business continuity and system reliability.
- Product Development & Process Automation: Implemented a new e-commerce web platform and introduced an automated order processing system, reducing delivery times by 25% and increasing online sales by 50%.
- Data Analytics & CRM: Deployed a data analytics/Bi system to gain market insights for successful product launches. Established an integrated CRM platform to enhance AI-driven customer support and sales, boosting repeat customers by 30%.
- System Performance: Streamlined customer service procedures using IT solutions, drastically improving SLA compliance and customer satisfaction.

Various Tech & Media Companies (Yeah1 Group, GasTube Network, Music Nations) | Vietnam Executive Project Manager / Sub-network Manager | Jan 2016 - Mar 2018

- Note: Combined to showcase early foundation in cross-functional leadership, data-driven strategy, and digital platform management spanning over 10 years.
- Managed distributed teams and spearheaded international digital projects, successfully negotiating partnerships that boosted viewership by over 60%.
- Led major system upgrades to enhance digital distribution speeds by 30% and implemented data-driven content planning utilizing performance analytics.

EDUCATION

Master of Science (MS) in Computer Science <i>Heriot-Watt University, Edinburgh EH14 4AS, United Kingdom</i> - Focus: Advanced Computing, Artificial Intelligence. - Published 2 technical papers.	<i>May 2025 - Expected July 2027</i>
Bachelor of Technology (BTech) in Computer Science <i>University of the People / Pasadena, CA 91101, United States</i>	<i>Aug 2019 - Aug 2024</i>
Bachelor of Education (BEd) in Chinese Language and Literature <i>Yunnan Technology & Business University / Yunnan, China PR</i>	<i>Oct 2019 - June 2023</i>

TECHNICAL SKILLS & EXPERTISE

Software & Architecture	Python, Node.js, React/Next.js, SQL/NoSQL, REST/GraphQL APIs, Microservices, System Architecture.
AI, ML & Big Data	LLMs, NLP, Predictive Analytics, Machine Learning, Retrieval-Augmented Generation (RAG), Data Analytics, Business Intelligence (BI), Data Visualization, Spatial Computing (AR/VR).
Cloud & DevOps	Cloud Infrastructure (AWS/GCP/Azure), CI/CD Pipelines, DevOps, Edge Computing.
Security & IT Governance	Cybersecurity, Data Protection, GDPR Compliance, Disaster Recovery, AI Governance.
Leadership & Management	Technology Strategy Formulation, Agile/Scrum Methodologies, Cross-Functional Leadership, Distributed Team Management, IT Service Management.

CERTIFICATIONS

Technical Certifications Java Foundations Certified Junior Associate (2020), IT Service Desk Careers and Certifications (2024)
Marketing & Data Advanced Social Media Strategy (2020), Google Ads Certifications.

PUBLICATIONS & ACADEMIC RESEARCH

ConceptGNNExplainer: A Self-Supervised Framework for Concept-Based Explanations of Graph Neural Network Predictions. (Highlights deep expertise in Machine Learning & AI explainability). FedTime-Clust: A Scalable and Adaptive Personalized Federated Learning Framework for Non-IID Time-Series Forecasting. (Highlights expertise in Big Data, Predictive Analytics, and Scalable Systems).

PERSONAL PUBLIC PROJECT

GenSkills gives Coding AI Agent superpowers - from coding assistance and automated code reviews to security audits, smart git commits, deployment workflows, and much more. https://genskills.dev & https://www.npmjs.com/package/genskills
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