

Frank Vu

Quality Engineering & GenAI Quality

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PROFESSIONAL SUMMARY

- Quality Engineering leader with 20+ years of experience building and scaling QA organizations, automation platforms, and quality governance across SaaS, FinTech, e-commerce, IoT cloud, and e-Mobility.
- Hands-on automation architect who still designs and codes test frameworks from scratch in TypeScript, Python, and Java, covering UI, API, mobile, and CI/CD integration.
- Proven ability to hire, mentor, and lead distributed teams of up to 25+ engineers, define enterprise-wide quality strategy, and accelerate delivery through automation-first engineering and AI-assisted workflows.
- Trusted partner to Product, Engineering, and C-level stakeholders, translating quality metrics into business outcomes across high-volume platforms.

TECHNICAL EXPERTISE

- Automation: Playwright, Cypress, Selenium, Appium, Espresso, XCUITest, pytest, TestNG
- Framework Design: Page Object Model, data-driven and BDD frameworks, reusable test libraries, test data management, parallel and sharded execution in CI
- AI & LLM Quality: RAG, RARAG, LLM evaluation, prompt engineering, groundedness and hallucination testing, regression evaluation
- AI-Assisted QA: Claude Code, GitHub Copilot, ChatGPT
- API & Backend: Postman, Karate DSL, REST Assured
- Performance: JMeter, LoadRunner, Gatling
- Languages: Python, Java, TypeScript, JavaScript, Kotlin, Swift
- DevOps/Cloud: Jenkins, GitHub Actions, GitLab CI, Docker, Kubernetes, AWS, Azure

EXPERIENCE

QA Team Lead – IoT Cloud | Hilti Deutschland – Kaufering

September 2024 – March 2026

- Strategic Leadership: Defined QA strategy, standards, and operating practices for a team of 18 QA engineers across 4 cloud product teams, improving release confidence and platform reliability.
- Hands-on Framework Development: Personally designed and coded the core Playwright/TypeScript and pytest framework for IoT cloud web and API testing, including shared fixtures, environment configuration, and GitHub Actions pipelines.
- GenAI Quality: Defined quality approaches for RAG/RARAG applications, validating retrieval relevance, groundedness, answer quality, safety, and end-to-end regression behavior.
- LLM Evaluation: Established automated LLM evaluation workflows using curated test datasets and human review to measure response accuracy, hallucination risk, consistency, and quality drift.
- AI Innovation: Introduced AI-assisted QA workflows with Claude and Copilot, cutting test design and automation development effort by ~40%.
- Stakeholder Management: Partnered with engineering directors and product leadership to embed quality gates into the release process for cloud-connected solutions.

Key Achievements:

- Reduced regression test cycle time by 60% and increased automation coverage from 30% to 85%.
- Improved release cadence from 8 weeks to 4 weeks while cutting production defect leakage by 35%.
- Mentored 3 senior engineers into lead roles; team attrition of 0% during tenure.

QA Engineering Manager | reev GmbH – Munich

May 2023 – August 2024

- Team Management: Hired and led a team of 16 QA engineers driving automation across backend, mobile, and web systems for EV charging infrastructure.
- Technical Governance: Implemented automated testing for Open Charge Point Protocol (OCPP)-based systems, covering 100+ charge point integration scenarios.
- Framework Architecture (hands-on): Built from scratch a scalable, AI-assisted TypeScript automation framework spanning frontend, backend, and mobile layers, adopted as the team-wide standard.

Key Achievements:

- Increased automation coverage from 20% to 80%, reducing manual regression effort by 70%.
- Accelerated release frequency from 4 weeks to 2 weeks with a 50% drop in post-release hotfixes.

QA Architect | zooplus AG – Munich*May 2019 – April 2023*

- Enterprise Strategy: Designed and rolled out enterprise automation frameworks adopted by 12+ product teams across a large-scale e-commerce platform serving 8M+ customers.
- Hands-on Engineering: Wrote the core framework libraries (Java, Selenium, Appium), reusable components, and Docker-based parallel CI execution behind the regression time reduction.
- Mobile Excellence: Built the mobile automation strategy and frameworks for Android and iOS apps, enabling weekly app store releases.
- Metrics & Visibility: Introduced company-wide quality metrics and dashboards, giving leadership release-level transparency for the first time.

Key Achievements:

- Cut end-to-end regression duration from 3 days to under 6 hours through parallelized CI execution.
- Reduced escaped critical defects by 45% year-over-year through risk-based test strategy.

QA Manager | Lazada Group – Singapore*January 2018 – April 2019*

- Scale & Leadership: Managed distributed QA teams of 25+ engineers across Southeast Asia supporting platforms handling millions of daily transactions.
- Complex Systems: Designed system integration testing strategies for distributed inventory, order, and refund systems.
- Operational Excellence: Introduced testing platforms and tooling that improved team productivity and release reliability during peak sale events (11.11, 12.12).

QA Manager | Hunter MacDonald Ltd – Reading, UK*January 2015 – December 2017*

- Financial Systems: Defined and executed QA strategy for trading platforms, payment systems, and financial APIs.
- Card Payments: Built the test strategy for card payment systems covering physical card, contactless, Apple Pay, and Google Pay transactions.
- Soft POS Automation: Designed and built an end-to-end test automation framework for Soft POS applications running on Android.
- SDK Integration: Led testing of the Soft POS SDK integrated into the mobile banking apps of partner banks, including Stadtsparkasse and BBVA.
- Reliability: Led performance and reliability testing for high-throughput financial transaction systems.
- Governance: Implemented secure SDLC and quality governance practices, improving risk control and delivery consistency.

Automation Test Expert | Pentalog – Brasov, Romania*November 2010 – December 2014*

- Implemented modern test automation frameworks using ATDD and BDD methodologies.
- Trained client QA teams in automation best practices and framework design across contactless payment, Soft POS, and trading platform projects.

Earlier Career | May 2004 – October 2010

- Test Manager | NetImplementers Global AB – Copenhagen
- Senior QA Engineer | Globetteam AS – Hanoi

EDUCATION & CERTIFICATIONS

- MSc Information Technology | University of Derby, UK
- BA (Hons) Business Studies | University of Derby, UK
- ISTQB Certified Tester
- AI Engineer Certificate | Turing College Bootcamp
- Ironhack Cybersecurity Bootcamp