



Nguyen Vu Minh Tuan

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About Me

Hi, I'm Tuan — a VoIP engineer, telecom infrastructure builder, and AI automation enthusiast. Over 6+ years I've gone from building PBX systems and SBC solutions to operating one of the largest FreeSWITCH-based voice platforms in the United States — from SIP protocol debugging and C/C++ systems programming to CI/CD pipelines and production fleet management.

At Telnyx, I run the FreeSWITCH-based voice platform that powers millions of calls a day across 18 datacenters. I own the full lifecycle: shipping 200+ releases through phased rollouts, building the CI/CD pipeline from code merge all the way to fleet deployment, setting up 800+ alert rules, and serving as on-call for a fleet handling 100,000+ concurrent channels.

What sets me apart is that I don't just fix problems — I automate them away. I built an AI operations platform purpose-built for FreeSWITCH that handles crash triage, anomaly detection, and deduplication around the clock. It's changed how I work — the routine is handled by AI, so I can focus on the hard problems that need a human.

Every incident becomes a pattern, every pattern becomes automation. That's the mindset I bring to any team — leave the system better than I found it.

I once heard: "Musicians don't retire — they stop when there's no more music in them." I still have a lot of music to offer.

Get in Touch

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