

Hugo Oliveira Vicente

Technical Product Manager | Software Engineer

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Summary

CS Engineering graduate from Instituto Superior Tecnico, currently a Product Manager Intern on Cloudflare's Tunnel team. Turn ambiguous technical requirements into shipped products across ML experimentation, distributed systems, and cloud infrastructure. Track record of measurable impact: cut ML experimentation costs by up to 70%, reduced incident diagnosis time by 35%, and delivered customer-facing platforms on weekly release cycles.

Work Experience

Cloudflare, Lisbon, Portugal

Product Manager, Cloudflare Tunnel, July 2026 to September 2026

- Pioneered **SSH-in-browser for Cloudflare Tunnel connectors**. Zero to validated execution-ready spec, now in active engineering delivery.
- Authored and presented **Protected Quick Tunnels Auth**, including a technical blog post featured during **Cloudflare's Birthday Week** (Oct 2026).
- Authored **5 end-to-end PRDs** across product, SDK, and billing strategy, aligning Product, Engineering, Access, and Billing teams on each launch.
- Drove the **cf CLI restructuring** for Tunnel, Mesh, and Workers VPC to full completion — 10+ merged production MRs, now shipped.
- Shipped **cross-platform support for named cloudflared services** (Windows, macOS, Linux), validating releases via systemd/OpenRC test environments.

JUNITEC, Lisbon, Portugal

Project Manager, April 2026 to June 2026

- Owned the technical roadmap for a synthetic clinical data platform, translating ambiguous stakeholder requirements into a modular ML pipeline combining **CTGAN, TimeGAN, Synthea, and BioGears**.
- Cut model experimentation costs by **up to 70%** by standardizing GPU training on **Google Colab Pro** and designing a “train remotely, infer locally” workflow for low-cost deployment.
- Managed experimentation pipelines over high-frequency biosignal datasets (**500Hz**) from **6,000+ surgical patient records**, coordinating pre-processing, training, and validation across the team.

RNL at Instituto Superior Tecnico, Lisbon, Portugal

System Administrator, April 2025 to June 2026

- Administered and monitored **80+ Linux servers**, including HPC clusters and virtualized environments, supporting computing infrastructure for students, researchers, and faculty.
- Built Grafana observability dashboards and automated monitoring workflows, **reducing infrastructure incident diagnosis time by 35%**.

JUNITEC, Lisbon, Portugal

Software Developer, October 2025 to April 2026

- Developed an interactive AR-based educational platform for the Calouste Gulbenkian Museum using React and Firebase, translating stakeholder requirements into weekly engineering deliverables.

Education

Instituto Superior Tecnico, Lisbon, Portugal

Bachelor's Degree in Computer Science and Engineering, September 2023 to June 2026

Technical Skills

Programming Languages: Python, C, Java, C++, SQL

Tools and Technologies: Git, Linux, Google Colab, React, Firebase, PostgreSQL, Streamlit, Pandas, Plotly, Grafana, Docker, Wireshark

Certifications and Training: Data Science with Python, Machine Learning, Introduction to Quantum Computing by IBM

Languages: Portuguese Native, English Fluent, Spanish Basic, French Basic

Projects

TraceBloom | Rust, TypeScript, Next.js, ClickHouse, OpenTelemetry, Docker github.com/hugo-vicente11/TraceBloom

- Directed AI agents (architecture, implementation, review) to build an LLM observability platform: **TypeScript/Python SDKs**, **Rust** OTLP collector, **ClickHouse** storage, **Next.js** live trace viewer, and an eval engine flagging prompt regressions.
- Owned all architecture decisions across **7 milestones** (**31** documented); enforced **170+** automated tests in CI; remediated **14** dependency CVEs and an IP-spoofing gap before going public.

KVS Subscription Server | C, Pthreads, Mutexes, Semaphores, Linux API github.com/hugo-vicente11/KVS-Subscription-Server

- Engineered a multithreaded key-value store in C with a named pipe-based client-server architecture and real-time subscription notifications.
- Implemented POSIX thread synchronization using mutexes, semaphores, and read-write locks to preserve data consistency across concurrent client sessions.

Fault-Tolerant Blockchain | Java 17, gRPC, Protocol Buffers, RSA-2048 github.com/hugo-vicente11/fault-tolerant-blockchain-java

- Built a distributed replicated blockchain ledger with a central sequencer for global transaction ordering and RSA-2048 signed blocks across multiple nodes.
- Implemented optimistic execution, linearizable reads, and client failover for low-latency, fault-tolerant operation.