Wen Xin Chan

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PROFESSIONAL SUMMARY

Results-driven professional with 4+ years of experience in **data analysis and cloud infrastructure**. Proficient in deploying scalable, secure cloud solutions and automating workflows using tools like **Azure**, **Terraform**, **Docker**, and **Kubernetes**. Transitioned from data analysis to DevOps by leveraging expertise in **data engineering**, **Linux system optimization**, and **CI/CD pipelines** to enhance operational efficiency. Proven track record of improving system reliability, achieving 99.9% uptime, and increasing productivity by 40%. Passionate about delivering sustainable, high-performance solutions that optimize costs and drive innovation.

TECHNICAL SKILLS

DevOps Tools: Ansible, Terraform, Docker, Kubernetes, Git/GitHub, CI/CD Pipelines
Cloud Platforms: Microsoft Azure (Active Directory, Virtual Machines, Storage, Networking), AWS, Cloud Automation
Programming & Scripting: Python (Automation, Scripting), Linux Shell
Database Management: SQL (Querying, Reporting)
System Administration: Linux (Command Line, File Systems, Troubleshooting), Disaster Recovery Planning
Data Analytics: Qlik Sense, Qlik NPrinting, Power BI, Data Visualization, KPI Monitoring
Infrastructure Design: Cloud Infrastructure Design, Scalable Architecture, Security Implementation
Project Tools: JIRA, Confluence, Agile Methodologies
Additional Skills: Scripting, Kubernetes, Security Best Practices, Cloud Design, Implementation, Infrastructure Management

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PROFESSIONAL EXPERIENCE

Data Analyst
D L Resources (Contractor in UOB) | Singapore | Sep 2023 – Aug 2024

- Supported database system upgrade by collaborating with engineering teams to optimize database structures and ensure smooth transitions for reporting processes.
- Automated manual reporting workflows, reducing workload and improving efficiency across teams.
- Provided real-time operational insights through advanced dashboard creation, enabling data-driven decision-making.

Data Analyst
Singlife | Singapore | Sep 2020 – Aug 2023

- Supported database migrations and system integrations, ensuring minimal disruptions and operational continuity.
- Automated KPI dashboards and reporting processes across departments, streamlining workflows and enhancing efficiency.
- Collaborated with external vendors and internal teams to implement scalable and secure solutions for data-driven projects.

PROJECTS & TRAINING EXPERIENCE

Portfolio Website and Web App

Technologies: Python, Flask, GitHub   Dec 2024 - Jan 2025

- Developed and hosted a portfolio website on PythonAnywhere, showcasing personal projects and integrating a user comments feature for interactivity.
- Utilized Flask for back-end development, creating a lightweight and scalable web application.
- Employed Git for source control to manage code versions and streamline the deployment process.

E-Commerce System on Cloud Infrastructure   Jan 2025 – Feb 2025

Technologies: Azure, Full-Stack Development, Docker, Angular, Spring Boot

- Designed and implemented an online e-commerce system featuring a central database for inventory management, ensuring accuracy and real-time updates.
- Built a scalable, secure cloud infrastructure using **Azure,** leveraging **AKS** for traffic orchestration, **Blob Storage** for static content, and **SQL Database** for back-end data management.
- Containerized the application with **Docker** for consistent deployment across environments.
- Automated deployment and testing pipelines using **Azure DevOps Services**.

Database Optimization and System Upgrade | UOB   Feb 2024 – Jul 2024

- Collaborated with database engineers to redesign pipelines and optimize schemas, enhancing query performance and scalability.
- Conducted an impact analysis on 10+ reports, aligning them with the upgraded database infrastructure to ensure seamless operations.
- Delivered the project within 6 months, resulting in improved data reliability and a robust foundation for future analytics.

Automated Reporting System | UOB   Sep 2023 – Nov 2024

- Built Python-based ETL pipelines and integrated SQL queries to automate 10+ recurring reports, reducing manual effort by 30-40%.
- Used task scheduling tools (e.g., Cron) to ensure consistent and timely execution, saving 2-3 hours per report.
- Completed the initiative in 3 months, significantly enhancing team efficiency and resource allocation.

Disaster Recovery Setup | Singlife   Jun 2021 – Aug 2021

- Managed the setup of Qlik Sense Disaster Recovery (DR) systems, achieving 99.9% uptime and rapid recovery during critical operations.
- Established a backup DR server, enabling continuity within 10 minutes of system failures, ensuring uninterrupted business processes.
- Collaborated with infrastructure teams to enhance recovery protocols, aligning with organizational business continuity goals.

Active Directory Migration | Singlife   Sep 2022 – Dec 2022

- Partnered with external vendors to implement the migration of **Active Directory systems** post-merger for **6 servers,** ensuring **100% dashboard functionality** with minimal disruptions
- Completed the project in a **3-month timeframe**, achieving a 100% success rate in system transitions.

Okta-Qlik Integration for External Users | Singlife   Feb 2023 – Mar 2023

- Integrated Okta with Qlik Sense to provide secure dashboard access for external stakeholders, including government agencies like MINDEF.
- Reduced system downtime by 15% through close collaboration with architecture and networking teams.
- Ensured data security and accessibility during integration, adhering to compliance standards and minimizing user impact.

Qlik Sense Cloud Migration | Singlife   Jan 2023 – Aug 2023

- Worked with vendors to ensure a **smooth transition** of all dashboards during the **Qlik Sense cloud migration**, emphasizing effective documentation and communication
- Optimized costs by eliminating the need for a **Disaster Recovery (DR) server** and choosing the **correct server plan** to enable automatic scaling when more Qlik Sense users access dashboards, reducing overall migration costs and ensuring seamless accessibility and user satisfaction.

EDUCATION & CERTIFICATIONS

Cloud Support & DevOps Practitioner Bootcamp | SCTP   Nov 2024 – Feb 2025

- Comprehensive training in DevOps tools, cloud technologies, and automation.
- Completed the project in a **3-month timeframe**, achieving a 100% success rate in system transitions.

AWS Certified Cloud Practitioner   Mar 2023

Bachelor of Arts in Economics | National University of Singapore   Aug 2017 – Jun 2020

Diploma in Business Process & System Engineering | Temasek Polytechnic   Apr 2014 – May 2017

- **GPA:** 3.7/4.0 | **Director's List Award**: Top 10% of cohort