Jasmine Tan

Full-Stack Software Engineer

Singapore-based software engineer with 2 years of experience in backend and 1 year of experience in frontend development. Highly adaptable and excels in fast-paced environments.

Contact Information

jasminetanjm@gmail.com
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Skills

Programming Languages: Go, Java, Typescript (React), Python

Tech stack: Kafka, MySQL, Redis, Jira, Git, Docker, Kubernetes, AWS Services

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Experience

Ninja Van / Software Engineer
MAY 2022 - JUN 2024, SINGAPORE

Tooling and Automation

- Built a Learning Portal that allows NV employees plan their career development and sign up for courses. Was involved in the whole process, from project management, product design, development, testing and rolling it out for more than 1000 employees in the regional and Singapore office.

Platforms

- Worked on a notification service to send out new notifications to customers through various mediums such as email, SNS, and SMS in an event-driven architecture.
- Tech lead for Ninja Flexi 1.0 and 2.0, a one-time delivery service to allow anyone in Singapore to ship with NV without hassle. The product has generated more than 20,000 orders to date.
- Worked on a chatbot service to support customer self-serve services on SNS platforms such as Messenger and Telegram.
    - https://developers.facebook.com/success-stories/ninjavan
- Contributed to an in-house live chat service to allow customer support agents to communicate with customers on SNS platforms such as Messenger, and Telegram.

Customer Experience - Origination

- Revamped the support tab on the company's website to improve customer experience and reduce contact rate with support agents
- Tech lead for a new shipper order management page that allows shippers in Indonesia to manage their failed delivery orders.

Others

- Led a new frontend initiative for Grafana Faro as a new monitoring tool for the company

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Education

Singapore Management University / Bachelor of Science (Computer Science)
Aug 2019 - Dec 2022, SINGAPORE

Graduated with Cum Laude

IT Solution Development Major | Cyber-Physical System Track

Certifications

AWS Certified Cloud Practitioner (2022)