Keagan Suah

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EDUCATION

University Of London *Oct. 2023 – Current*
BE, Computer Science (with Hons.)

- Relevant Coursework: How Computers Work, Introduction to Programming, Web Development, Fundamentals of Computer Science, Data Structures & Algorithms

WORK EXPERIENCE

Apple Inc *Aug. 2024 – Feb. 2025*
Product Specialist

- **Technical Support:** Delivered customised solutions to clients across sectors. Diagnosed and resolved technical issues, simplifying complex systems and ensuring smooth product adoption.
- **Technology Demonstrations:** Showcased Apple products, highlighting how they meet unique customer needs. Personalised setups for new devices to ensure smooth integration and optimal performance.
- **Collaboration and Learning:** Worked with cross-functional teams to stay current on product updates. Applied continuous learning to enhance technical knowledge and provide accurate, up-to-date support.
- **Operational Support:** Ensured accuracy in all transactions and customer services. Assisted peers in resolving technical issues, contributing to team knowledge sharing and maintaining high service standards.

Singapore Armed Forces *Jun. 2021 – Apr. 2023*
Full-Stack Web Developer

- **Automation:** Built automated systems to streamline battalion operations. Cut administrative workload and improved data accuracy. Freed personnel to focus on critical tasks.
- **Data Processing:** Designed and managed SQLite databases for fast, reliable data storage. Optimised queries for speed and accuracy. Ensured seamless data retrieval.
- **Backend Development:** Developed a Flask-based backend for a web application. Used Python and other frameworks to automate scheduling and process large datasets. Improved efficiency by 80%. Generated Excel reports, cutting manual work and boosting productivity.
- **Agile Web Development:** Collaborated in an agile team to develop web applications. Delivered solutions aligned with organisational goals and user needs.
- **Cloud Deployment:** Deployed two centralised systems on AWS Lightsail and Route 53, accessible from all servicemen's devices, creating a cloud-based hub to collect and process real-time data.

PROJECTS

E-Commerce Hackathon: Received first place for developing an e-commerce website prioritising user experience through utilising HTML/CSS, and JavaScript.

Duty & Attendance Management System: Transformed manual duty planning algorithms into an automated system, reducing planning time. Implemented the Roll Call Web, a platform for attendance upload, reducing administrative tasks.

SKILLS

Languages: Python, JavaScript, HTML/CSS, C++, R, SQL

Frameworks: Flask, Django, Pandas, Numpy, Maplotlib, Node.js, p5.js

Developer Tools: Git, Docker, Power BI, Excel, VSCode, Jupyter Notebook, AWS Cloud

CERTIFICATES

DevOps on AWS | *Amazon Web Services (AWS)* *Nov. 2024 – Jan. 2025*

Google Advanced Data Analytics | *Google* *Oct. 2024 – Dec. 2024*

AWS Academy Cloud Foundations | *Amazon Web Services (AWS)* *Oct. 2023 – 10. 2023*