Kevin Mok

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Work Experience

Red Hat
May 2022 — Aug 2023

Cloud/Software Engineer Intern   <Kubernetes, GoLang, Jenkins>

- **Provided Tier 1 and Tier 2 support**, resolving user-reported issues with CI/CD pipelines and Kubernetes environments, resulting in a **40% faster average response time**.
- **Diagnosed and resolved 80% of configuration errors** in Kubernetes deployments by automating data fetching and validation, **reducing system downtime by 40%** and improving reliability for end-users.
- **Reduced deployment-related support tickets by 66%** by developing a CLI tool to automate Kubernetes binary deployments, with documented troubleshooting procedures that cut resolution time from 45 to 15 minutes.
- **Decreased configuration error escalations by 30%** through dynamic probe defaults and created knowledge base articles enabling Tier 1 support to resolve most probe issues independently.
- **Authored clear, user-friendly documentation** that translated complex technical processes into step-by-step guides, **accelerating onboarding by 50%** and enabling non-technical stakeholders to self-serve.
- **Collaborated with QA and DevOps teams** to document root causes of startup failures in legacy systems, implementing dynamic probes that **cut production launch issues by 50%**.

Web Dev Projects

AWS Server   <AWS, Kubernetes, Docker, Terraform>
May 2024

- **Deployed and maintained multiple web applications** using **Docker Compose** on **AWS EC2 Debian/Linux servers**, ensuring consistent environments for applications handling **over 2,000+ monthly requests**.
- **Built a uptime monitoring system** by writing a JavaScript script and setting up a systemd service/timer to check and display page uptime, **ensuring near real-time monitoring and reducing downtime time by 95%**.
- **Automated AWS infrastructure provisioning** by writing **Terraform** files to deploy AWS EC2 instances and Docker containers, **accelerating deployment times by 80%** and providing an easily reproducible infrastructure setup.
- **Improved web application accessibility** by configuring **AWS Route 53**'s DNS and **NGINX** to route subdomains to individual web apps, **enabling seamless navigation between apps**.

Rarity Surf   <TypeScript, JavaScript, Node.js, React>
March 2025

- **Provided direct user support** for a live NFT analytics platform, resolving front-end filtering bugs and API integration issues in real-time.
- **Developed a full-stack web application with PostgreSQL database** to analyze NFT rarity rankings, increasing market research efficiency by 80%.
- **Translated user requests into technical features**, implementing real-time PostgreSQL-powered filters that improved usability for non-technical traders.
- **Debugged and optimized API performance** under load, reducing latency by 50% and enabling **3,000+ concurrent users** to filter NFT data seamlessly, addressing real-time customer usability issues.

Skills

- **IT Support Skills**: Tier 1/2 Troubleshooting, Incident Response, Jira, Microsoft 365, VPN, Log Analysis, Knowledge Base Writing, Root Cause Investigation
- **Customer Support**: Cross-team Collaboration, Communication, User Training, Documentation
- **Programming Languages**: Python, Go, JavaScript, TypeScript
- **Web Development**: AWS, PostgreSQL, Linux, React, Django

Education

University of Toronto (St. George)
2019 — 2024

Computer Science Specialist — 3.84 GPA (CS). Graduated with High Distinction.

- **Relevant Coursework**: Computer Networking, Databases, Operating Systems