Kevin Mok

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Web Dev Projects

Rarity Surf

March 2025

TypeScript, JavaScript, Node.js, React

- Provided direct user support for a live NFT analytics platform, resolving front-end filtering bugs and API integration issues in real-time.
- Developed a PostgreSQL-backed full-stack analytics workflow that improved market research efficiency by 80%.
- Translated user requests into features, implementing real-time filtering that improved usability for non-technical traders.
- Debugged API performance under load, reducing latency by 50% while supporting 3,000+ concurrent users.

Astronofty

Jan 2023

JavaScript, React, Solidity

- Developed technical solutions in a high-pressure environment, earning 2nd place at UofTHacks X.
- Handled real-time user testing feedback and adapted components quickly to resolve blocking demo issues.

AWS Server

May 2024

AWS, Kubernetes, Docker, Terraform

- Deployed and maintained multiple web applications on AWS EC2 Debian/Linux servers using Docker Compose, supporting 2,000+ monthly requests.
- Automated infrastructure provisioning with Terraform for EC2 instances and Docker workloads, reducing deployment time by 80%.

Work Experience

Red Hat

Cloud/Software Engineer Intern May 2022 — Aug 2023

Kubernetes, GoLang, Jenkins

- Delivered Tier 1/2 frontline support for CI/CD and Kubernetes issues through ticket triage and routing, improving first-response time by 40%.
- Performed incident troubleshooting and root-cause analysis, resolving 80% of configuration errors and reducing downtime by 40%.
- Wrote clear knowledge-base articles and troubleshooting flows that enabled Tier 1 to resolve common probe issues, cutting escalations by 30%.
- Built a deployment runbook that reduced repeat contacts and shortened resolution time from 45 minutes to 15 minutes.
- Kept users informed with concise status updates and expectation-setting to de-escalate stakeholder friction.
- Partnered with QA/DevOps to capture startup failure root causes and implement dynamic probes, reducing launch issues by 50%.

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

Cloud + Web: AWS, Kubernetes, Terraform, PostgreSQL, Linux, React, Django

Education

University of Toronto (St. George)

Computer Science Specialist

3.84 GPA (CS). Graduated with High Distinction. Relevant Coursework: Computer Networking, Databases, Operating Systems

2019 — 2024