



Lee Boon Tat

Software Application Support

Experience

KEX Express (Junior Software Application Support)

2022 Feb - 2024

- Handle extensive experience using Postman for API testing including creating, executing, and automating test cases. Mostly create and configure JSON format request bodies to send data in structured format which ensuring API endpoints working.
- Experience API framework using REST with JSON data format request with GET/POST method.
- Familiarity with API security principles: Knowledgeable about industry best practices for API security, including authentication (OAuth, JWT), data encryption and authorization.
- Ensure the seamlessly flow of data across systems by optimizing data processes. Utilize SQL/TSQL query tuning techniques to enhance performance, reduce latency, and improve overall efficiency. Collaborate with cross-functional Thailand teams to identify bottlenecks and implement solutions facilitate accurate and timely data delivery.
- Involvement on web testing and debugging with browser developer consoles and debugging using .NET framework after we gather client CRM team feedback on application bugs. My approach includes logging errors, analyzing network request across different browser and devices.
- Personal achievement was created telegram data flow notification with developers teams which helps internal teams identify data stuck issues.
- We ICT support team responsible diagnose and resolve software-related issues through Zendesk troubleshooting issues through database data log and analysis to end-users while work closely together with developer team & system analyst.
- Offer 3 level support for incidents based on MSSQL and TSQL expertise, resolving issues effectively and efficiently.

Fusionex Group (MEAN Stack Developer-Internship)

2020 April - 2020 Oct

- Responsible web/mobile application front end feature production and backend maintenance.
- Developed and maintained web applications using Angular Typescript for front-end functionality.
- Created RESTful APIs using Node.js and Express to facilitate communication between the front-end and back-end.
- Integrated MongoDB databases, ensuring data integrity and efficient retrieval.
- Conducted troubleshooting and debugging of applications to identify and resolve issues.
- Participated in Agile development processes which implemented application new feature into production phase with Angular framework.

Contact



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<https://github.com/Leemichael94>



<https://lbtweb.netlify.app>

Objective

Details-oriented and highly skilled Software Application Support professional with 2 years of experience in troubleshooting and resolving software application issues including web testing with browser developer consoles and debugging extensions.

Adapt at providing exceptional training customer support and collaborating with cross-functional Thailand IT teams to ensure optional software performances.

Brainstorm with team throughout project is my personal strength soft skill.

Experience

Self-Employer Freeze Zone (Stall Partnership)

2021

- Co-founded and operated a successful food stall, handling daily operations, inventory management, and customer services within small team.
- Developed a focused and appealing menu, adapting recipes based on customer feedback and seasonal ingredients.
- Handling budgeting and cash management, tracking expenses and building loyal customer base.

ABeNA Consultants (Association assistant)

2014-2015

- Responsible on individual and team assignment based on client requirements and design using AutoCAD.
- Responsible paperwork from government to end-user by settlement of house/office design approve.

Education

Bachelor's Degree Information System

Sunway University Malaysia in collaboration with
Lancaster University, United Kingdom 2018

Skill & Language

Frontend Development

- Javascript
- Typescript
- Angular
- HTML/CSS

Backend Development/ Tools

- MSSQL/TSQL
- NodeJS/expressJS
- RStudio
- POSTman

Reference

Tung Chee Wei (Senior Developer)

0194112422