

# Liang Chen

Leyton, London, E10 6NT

Holds full UK right to work

AWS Certificated Solutions Architect Associate

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## PROFILE

Assistant Technical Manager from a development background with hands-on experience of latest DevOps tool stack and knowledge of using 4 programming languages (C#, C++, Javascript and Python). Brings a Master's Degree in Computer Games Technology and experience of working in both large and small (start-up) scale companies. I have a passion for learning and applying the latest Cloud based technologies and I am now looking for challenging Junior DevOps/Site Reliability Engineer/Cloud Engineer opportunities to utilise my skills and expertise.

## Technical IT Skills

- AWS, Linux, Docker, Kubernetes, Terraform, Ansible, Jenkins, Git and Prometheus
- C#, C++, JavaScript, Python and Bash
- Windows/Linux server and Network monitoring using Solarwinds and HP Operations Manager
- Advanced Windows and macOS troubleshooting
- In depth understanding of software development processes and Agile development
- 2D and 3D mathematics, physics, AI and graphics

## WORK EXPERIENCE

### DevOps-related study and research

**Dec 2019 – Present**

- Studied and obtained AWS Certificated Solutions Architect Associate in January 2020
- Experience in AWS, Docker, Kubernetes, Terraform, Ansible, Jenkins, Prometheus and Python

### Bank of China, London

**May 2019 – Present**

Assistant Technical Manager

- Carrying out helpdesk first line support duties for IT Centre & 30+ EMEA branches including helpdesk cases, user id management, and production PC and server access and head office service requests
- Carrying out machine room environments and devices first line maintenance, and working closely with second line engineers (software, infrastructure and network engineers) to perform system changes and other system maintenance
- Providing system and network reports and running batch jobs
- Monitoring critical systems and following incident management procedure to deal with critical messages: performing first line handling of system and network alerts
- Providing training to new colleagues

### PlayCanvas, London

**Jul – Sep 2016**

Internship

- Identified engine bugs and provided technical solution to support the team
- Translated game engine documents from English to Chinese to attract more users
- Provided product support to Chinese customers, both individual and corporate, via WeChat, Weibo and email to improve user experience and enhance the company's reputation in mainland China
- Managed the company's Chinese social media to help users to fully understand engine API and structure

**IT Manager**

- Maintained company's IT system software and hardware
- Created PowerPoint presentations for company's products at promotional events
- Ensured customer loyalty by keeping them updated with information on latest products

**Zhejiang Financial College, Hangzhou, China**

**2013 – 2014**

**Student Union Leader**

- Acted as main student representative to college's senior managers
- Planned and organised frequent events both on and off campus
- Provided leadership for 10 union departments (around 200 students were involved)
- Public speaking at numerous events

**EDUCATION**

**City, University of London**

**2017 – Oct 2018**

**Master of Science in Computer Games Technology – Merit**

Degree topics include: Games development process, artificial intelligence, computer game architectures, object-oriented programming, 3D mathematics, computer graphics, game physics, audio programming, systems specification.

**Final Project:** "To what extent can haptic feedback be used instead of sound to achieve a better game immersion in Virtual Reality environments?". The aim of this project was to develop a first-person adventure game in Virtual Reality environments with two different interactive mechanisms (sound and haptic feedback), and use the results from game testers to show the potential value of haptic feedback in VR games.

**Kaplan International College London**

**2016 – 2017**

**Pre-Master's in Science and Engineering – Passed with Distinction**

Topics included: Engineering, science and society, skills and language for study, Statistics for postgraduates, mathematics for postgraduates and research project

**Research Project:** "The effect of gaming on young and older people's cognitive function and aggressive behaviour".

**Zhejiang Financial College, Hangzhou, China**

**2012 – 2015**

**Diploma in Computer Information System Management – Overall Mark – 80**

Topics included: Finance, Accounting Basics, Website Design and Development, Object-oriented Programming(C/C++), Cyber Security, Mathematics, English, Image process, Linux, 2D Animation, Database, Network, Politics, Online Payment

**Further Skills**

- Leadership, organisation and teamwork: former head of university student union
- Customer service, client expectations and time management
- Experience of UK, international and Chinese business models
- Awareness of different cultures' values, business etiquette, idiosyncrasies
- Public speaking and presentations
- Designing PowerPoint presentations and Microsoft Office: Excel, Word and Outlook
- Excellent communication in English and Chinese – Mandarin

**References available upon request**