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Kuala Lumpur, Malaysia

# SHINHWA WANG

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<https://github.com/ShinhwaW>

## EMPLOYMENT

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### AsiaInfo

**Kuala Lumpur, Malaysia**

*Business Operation Leader*

*Feb. 2018 – Present*

- Manage daily operation task to operation team, to provide end-to-end system support to current client Umobile.
- Fix the issues and bug encountered during daily operation for the purpose of KPI measuring and process enhancement.
- Perform requirement studies, design, coding, testing and documentation.
- Involve in solving system problems, break through system bottlenecks and improve system performance with development team by analogizing log, enhancing code logic and adjusting system configuration.
- Use monitor tools like Shell script, Nagios, Percona to monitor on business process, log info, business data and database performance.

### AsiaInfo

**Kuala Lumpur, Malaysia**

*Operation Engineer*

*Nov. 2014 – Feb. 2018*

- Umobile CRM system for service center, including Customer, Product, Inventory, Partner modules.
- Technical Stack: J2EE / AppFrame(inner developed frame) / ZooKeeper / Redis / RESTful / Webservice.
- Trouble shooting, fix bug, submit code and perform SIT and involve UAT.
- Perform daily operation task including user email, TT tracking, Jira update and provide end-to-end system support to users.

### IsoftStone

**Nanjing, China**

*Software engineer*

*June. 2013 – Nov. 2014*

- A telecom billing system CBS3.3.
- Develop Webservice API.
- Participate in service center GUI development, including payment, customer registration, product configuration and etc.
- Involve in test env deployment, trouble shooting in database error and database backup.

## EDUCATION

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### THE UNIVERSITY OF YANGZHOU

**Yangzhou, China**

*Bachelor of Information Management and Information System.*

*Sep. 2009 – Jun. 2013*

## ADDITIONAL INFORMATION

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<b>Computing</b>	Experience with Java, Linux, Shell, MySQL, Network.
<b>Languages</b>	English (fluent), Mandarin (native).