

No.1 Jalan Nagasari Off Jalan
Raja Chulan 50200
Kuala Lumpur, Malaysia

SHINHWA WANG

+(60) 182053116
shinhwawang77@gmail.com
www.shinhwa.wang
<https://github.com/ShinhwaW>

EMPLOYMENT

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

THE UNIVERSITY OF YANGZHOU

Yangzhou, China

Bachelor of Information Management and Information System.

Sep. 2009 – Jun. 2013

ADDITIONAL INFORMATION

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