

# CHONG SIOW YEN

Full-Stack Software Engineer | Fast-learner and Coding Enthusiast

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## EDUCATION

**Universiti Tunku Abdul Rahman**

*B.S Software Engineering*

*CGPA: 3.3078 (Dean's List - Final Semester Oct 23)*

**Selangor**

*September 2020 – October 2023*

## PROFESSIONAL EXPERIENCE

**Public Bank Berhad**

*Analyst Programmer, Fintech & Digitalisation*

*Trainee Analyst Programmer, Fintech & Digitalisation*

**Selangor**

*December 2024 – Present*

*November 2023 – December 2024*

- Develop and maintain enterprise-grade web applications using C#, ASP.NET Core MVC, Blazor, and JavaScript/jQuery, ensuring alignment with performance, security, and user experience standards.
- Key Contributions:
  - Recruitment System Enhancement:
    - Revamped HR and candidate management workflows by implementing monthly feature upgrades, optimizing stored procedures, and integrating static code analysis tools (SonarQube, Sonatype Nexus) to enforce code quality.
  - Document Tracking System Development:
    - Designed and deployed a unified Blazor/.NET Core platform for end-to-end digital document workflows, utilizing RESTful APIs, and MudBlazor to enable cross-platform compatibility and real-time tracking.
- Architected scalable solutions with Agile methodologies, including CI/CD pipeline automation (Azure DevOps), and TDD-driven testing frameworks.
- Collaborated with stakeholders to translate business requirements into technical designs, resolving system bottlenecks and ensuring compliance with security best practices.

**FINEXUS Group**

*Software Engineer Intern*

**Kuala Lumpur**

*October 2022 - Jan 2023*

- Developed a service for parsing incoming transaction messages (XML) across ActiveMQ and OpenMQ, involving message conversion (JAXB in POJO) using Java SpringBoot and OpenESB.
- Created comprehensive test suites with BPEL using SOAP UI and Groovy Script to generate request-response data stored in Excel.
- Authored documentation for the automation testing process with SoapUI.
- Presented demonstrations of enhancements to the technical manager and testers.
- Contributed as a vendor representative, overseeing the installation of a banking solution and conducting system integration testing (SIT) on their servers.

**UTAR, Department of Actuarial Sciences**

*Research Assistant*

**Selangor**

*April - Dec 2022*

- Collaborated with professors to explore free software tools aimed at enhancing learning experiences.
- Applied statistical and data mining knowledge to extract online and collected survey data.
- Assisted in preparation of a paper titled 'Study on Software and Social Network Resources for Improving Malaysia's Mathematical Education after the COVID-19 Pandemic,' scheduled for publication in the 5th International Conference on Mathematical Sciences (ICMS5).

## PROJECTS

*More projects available at <https://github.com/SiowYenChong>*

**Emotion Aware Customer Service Agent (eacsa-llmagent)**

*IEEE Submission Project*

*Jan - April 2025*

*Built a modular LLM chatbot using LangChain, OpenAI, and FAISS for context-aware, empathetic customer support*

**Real-time Sign Language Recognition System**

*Final Year - University Project*

*March - Oct 2023*

*Developed web-based ASL recognition system with Python, Google's Mediapipe, Tensorflow, Keras, OpenCV with Neural Network.*

**Personal Portfolio with React and FramerMotion**

*Personal Project*

*Oct - Nov 2023*

*Developed a portfolio website with React JS and enhanced with framer-motion for stunning animations.*

**Movie Ticket Booking System**

*Team Leader - University Project*

*Jan 2022 - April 2022*

*Developed a web-based movie ticket booking system using PHP, JavaScript, CSS, and REST API.*

## TRAINING AND CERTIFICATE

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AICB Affiliate - Introduction to Ethics in Banking

Alibaba Global Digital Talent Certification

Malaysia Board of Technologist - Graduate Technologist

Microsoft Certified Azure AI Fundamentals (AI-900)

USAINS Train & Place Upskilling Program Trainee (Software Engineering Track)

## AWARDS

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**First place - Final Year Project Poster Competition (Track 5: Internet Engineering and Computer Science)** *September 20 2023*

**Third Prize - Samsung's Developer Day Hackathon: Reimagine Foldables for Malaysians** *June 15 2023*

**Top 32 Finalist - PayHack 2024 Open Finance Hackathon by PayNet** *November 2024*

**Top 50 Finalist - Huawei Developer Competition 2023 (Asia Pacific Region)** *September 2023*

## ACTIVITIES & LEADERSHIP

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**IT Society**

*Chairperson*

*Vice Chairperson*

**Selangor**

*December 2021 - August 2022*

*July - November 2021*

**Sustainable Development Club**

*Treasurer*

**Selangor**

*July 2020 - June 2021*

## SKILLS

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### **Programming & Frameworks:**

- C#, .NET Core, ASP.NET Core MVC, Blazor, MudBlazor
- Python (Pandas, NumPy, OpenCV), Java (Spring Boot, JAXB)
- JavaScript, jQuery, ReactJS, HTML5, CSS3

### **Cloud & DevOps:**

- Azure (CI/CD pipelines, DevOps), AWS, Google Cloud
- Git, SonarQube, Docker, RESTful APIs

### **Database & Data Engineering:**

- Microsoft SQL Server (T-SQL, Stored Procedures, SSIS)
- Entity Framework, LINQ, Dapper ORM
- MySQL, Oracle SQL

### **AI/ML:**

- Machine Learning: Transformers, RAG pipelines, Vector Embeddings
- AI Agents
- Frameworks: TensorFlow, PyTorch, Hugging Face

### **Tools & Platforms:**

- Visual Studio, Postman, SoapUI, Figma
- ActiveMQ, OpenMQ, OpenESB (BPEL, WSDL)
- Excel (Automation with Groovy Script)

### **Languages:**

- English (Advanced), Chinese (Advanced), Bahasa Malaysia (Advanced)
- French (Intermediate), Korean (Beginner)