Augustine Chia
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SUMMARY:

Cloud Automation Engineer with 1+ years of experience in AWS infrastructure and automation using Terraform, AWS and Ansible, with 3 years across IT roles including ServiceNow platform engineering and UX. Demonstrated success in leveraging Infrastructure-as-Code, CI/CD, and scripting to improve deployment efficiency, security, and resiliency for IT product teams. Strong communicator and team collaborator with proven success driving solutions from Proof of Concepts to enterprise-scale. AWS Certified Solutions Architect (Associate) and Terraform Associate Certified.

EXPERIENCE

MSD International GmbH (Singapore)   **Singapore**
Cloud Engineer   Nov 23 – Present

- Spearheaded the global implementation of AWS Security Lake as a central logging solution from PoC to production, introducing cost savings of about 28% and gaining recognition from CTO-level leadership.
- Automated AWS Resilience Hub deployments with one-click CloudFormation templates, GitHub Actions, Python/bash scripting for product teams to receive resiliency assessments, triggered using Backstage.io UI templates, reducing deployment time by over 80%.
- Managed the implementation of using Ansible to trigger AWS Disaster Recovery workflows, automating failover and failback procedures.
- Developed API integration between AWS and ServiceNow to automate AWS account creation, reducing deployment time by 60% for over 75 AWS accounts in production.
- Provisioned AWS Outposts (ECS, EMR) via reusable Terraform and Ansible templates, streamlining private/hybrid cloud infrastructure deployments.
- Automated enforcement of internal RDS compliance policies using Python boto3 scripts to detect, backup, and delete non-compliant instances.
- Led the modernization of the internal cloud communication website hosted on S3 by using Terraform, collaborating with overseas stakeholders and improving maintainability.

Key Tools: AWS, CloudFormation, Lambda, API Gateway, Terraform, Ansible, GitHub Actions, Python (Boto3), Backstage.io, CI/CD, ServiceNow

Experience Design Strategist (Rotational Program)   Mar 23 – Oct 23

- Designed high-fidelity iOS/web prototypes using Figma to streamline digitalisation efforts at the manufacturing shop floor, reducing technician task time by 80%.
- Facilitated >3 design thinking workshops (compliance, IT support, data engineering) with around ~30 participants per workshop, improving cross-functional collaboration amongst IT and business teams.
- Trained shop floor technicians to use new digital initiatives implemented from iterative user research

Key Tools: Figma, workshop planning and execution, Design Thinking facilitation

ITSM Platform Engineer (Rotational Program)   Jul 22 – Feb 23

- Developed 6 ServiceNow configurations in manufacturing, CMDB and HR modules with zero post-deployment defects.
- Conducted peer/code reviews and unit testing across 5 ServiceNow application modules such as GSWD and StS workstreams, ensuring development best practices.
- Deployed 10 update sets from development to test environments, maintaining configuration specification documents per release and test scripts for 7 UAT IQs in compliance with SDLC standards.

ACHIEVEMENTS:

Venture Initiation Programme (VIP)   Jan 21 – Dec 21

- Awarded SGD$10,000 for prototyping a health and fitness application validated with 200 fitness users for exercise form tracking using lean start-up methodologies.

Regional Winners, Ericsson Innovation Awards 2021   Jul 21 – Dec 21

- Led a team of 4 multidisciplinary individuals with backgrounds in Communications, Computer Science and Psychology to emerge as regional winners in Southeast Asia and Oceania, winning EUR$1,000

National Runners-up, James Dyson Awards 2020
- Spearheaded write ups for entry applications, achieving national runners-up amongst 57 other entries.

Winners, NUS Medical Grand Challenge 2020
- Assembled a multidisciplinary team from Engineering, Business and Medicine, winning SGD$20,000 in prize money.
- Co-developed a 3D printed personalized CPAP mask design on Autodesk Fusion 360, targeting paediatric patients with Obstructive Sleep Apnea.
- Led the B2C marketing and FDA regulatory roadmap of the CPAP device.
- Negotiated with 3D scanning and printing companies, iterating through 2 physical prototypes.

EDUCATION:

National University of Singapore (NUS)

Bachelor of Engineering in Biomedical Engineering (Honours)   2018 - 2022
- Second Major in Innovation and Design
- Cumulative Average Point (CAP): 4.68/5.00 | Dean's List (4 semesters)
- 1 year stint at KTH Royal Institute of Technology in Sweden, pursuing entrepreneurship modules and interning at a Swedish medical device startup.

ADDITIONAL INFORMATION:

- Relevant certifications in HashiCorp Certified: Terraform associate (HCTA-003), AWS Certified Developer - Associate, AWS Certified Solutions Architect (Associate), ITIL v4 Foundations, Professional Scrum Product Owner (PSPO-I), Foundations in AI (AI Singapore)