Augustine Chia
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SUMMARY:

Cloud Automation Engineer with 3 years experience building enterprise-scale automation solutions across AWS infrastructure, CI/CD pipelines, and Infrastructure-as-Code. Proven track record in deploying solutions for 2500+ AWS Accounts with cost savings of 28% and deployment time reductions of 60%, improving security, resiliency, and developer experiences. Recent expertise in AI-driven automation and agentic systems for data analytics. AWS Certified Solutions Architect (Associate) and Terraform Associate Certified.

TECHNICAL SKILLS:

- **Cloud & Infrastructure:** AWS (Security Lake, Lambda, Step Functions, CloudFormation, Outposts), Terraform, Ansible
- **DevOps & CI/CD:** GitHub Actions, Backstage.io, Docker, Kubernetes (GKE), Wiz.io security scanning
- **Programming & AI:** Python (boto3), Bash, REST APIs, CloudWatch, LangChain, Agentic AI

EXPERIENCE

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

- Deployed Amazon Security Lake across three AWS Organizations (2500+ accounts, six regions) as primary engineer, achieving 28% cost savings. Selected to present at executive CTO-level showcase.
- Developed POC to use Agentic AI with Claude 3.7 Sonnet to generate SQL queries and insights from 400+ accounts and 200+GB of log data via Athena and SQLAlchemy.
- Built self-service AWS Resilience Hub automation using CloudFormation, Backstage.io, GitHub Actions, and Python/bash scripts — enabling users to generate Resilience Hub reports by filling a single form.
- Refactored Lambda-based CloudFormation stacks to Step Functions for AWS Elastic Disaster Recovery deployment, improving rollback stability and reducing rollback time from 30 minutes to under 5.
- Developed AWS-ServiceNow API integration automating account creation, reducing deployment time by 60% for 75+ production accounts.
- Developed Python automation tools using boto3 to enforce RDS compliance policies, automatically detecting, backing up, and cleaning non-compliant databases.

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

- Designed high-fidelity iOS/web prototypes using Figma for manufacturing digitalization, reducing technician task time by 80%.
- Facilitated 3+ design thinking workshops with 30+ participants each, improving cross-functional collaboration between IT and business teams.

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

- Developed 6 ServiceNow configurations for CMDB and HR modules without post-deployment defects.
- Conducted code reviews and testing across 5 ServiceNow modules, ensuring SDLC compliance.

PROJECTS:

LLM Chatbot Deployment on Google Kubernetes Engine (GKE)   May 25 – Jun 25

- Deployed LLM chatbot (Ollama Phi-3.5, Streamlit frontend) on GKE using Terraform IaC and GitHub Actions CI/CD pipelines.
- Built reusable GitHub Actions workflows with self-hosted Docker images on GHCR, enabling pod-to-pod REST API communication.

CERTIFICATIONS:

- HashiCorp Certified: Terraform associate, AWS Solutions Architect and Developer Associate, ITIL v4, Professional Scrum Product Owner (PSPO-I).

EDUCATION:

National University of Singapore (NUS)
Bachelor of Engineering in Biomedical Engineering (Honours)   2018 - 2022
Second Major in Innovation and Design | CAP: 4.68/5.00 | Dean's List