




Benjamin Teo

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bmteo 

Professional Profile

Senior software engineer specializing in large-scale distributed systems and technical leadership. I have significant experience with leading cross-functional, full-stack projects to build features for a multi-tenant platform spanning across Amazon's many lines of business (e.g. Seller Experience, FBA, Compliance, Risk Operations, and Fraud/Abuse Investigations).

Work Experience

Amazon

Senior Software Engineer

Vancouver, BC

May 2024 - Present

- Led development of a case relationship detection system as Tech Lead, connecting related customer issues across 200+ business units and scaling team from 1 to 6 engineers in one year. Delivered production-ready system in 2025 after successful Q1 prototype; established first-ever baseline for cross-organizational Time-to-Resolution metrics, supporting a company leadership goal at the SVP-level for 2026.
 - Architected distributed system using Neptune graph database, DynamoDB, SQS, ECS Fargate, and Glue processing 15,000 transactions per second (TPS) with 99.8% availability and 99.4% consistency across 170M+ case relationships
 - Designed SQL-based self-service clustering engine enabling business teams to configure case clustering without engineering intervention; processed 234M cases to create 4.7M clusters for investigation by escalation teams and account managers
 - Drove cross-organizational collaboration with internal graph platform team to simplify query capability, enabling direct database queries without additional infrastructure, reducing onboarding time for new clients
- Architected fraud investigation platform as technical and product lead, converging two standalone legacy investigation tools into unified platform with configurable no-code interface and integrated contextual lookup and bulk action capabilities.
 - Designed configurable tabular widget system with dynamic data and templating engine, enabling tenant teams to customize UX layouts without code changes; integrated with existing widget rendering framework for one-click contextual lookups
 - Delivered platform serving 3 investigation teams (Financial Transaction Fraud, Rank Abuse, Counterfeit Crimes Unit) with measurable improvements: 13% utilization increase, 12% detection accuracy improvement, 14% false positive reduction, and 10-40% faster investigation completion time
 - Enabled \$1.75M in prevented fraud losses and 973 account enforcements through Financial Transaction Fraud integration; drove 35-60% of buyer/seller enforcements for Rank Abuse via machine learning system integration, replacing manual spreadsheet-based review workflows
- Technical leadership
 - Sr. SDE for Case Storage team (12 SDEs) - point of contact for numerous cross-organizational projects throughout the year due to technical ownership of a legacy case management system that receives 5K TPS worldwide for over 200+ organizations across Amazon.
 - Established first official platform documentation website using Docusaurus, consolidating fragmented wiki content into centralized, version-controlled documentation serving 200+ business teams
 - Provided guidance on distributed systems design, scalability patterns, and security best practices through code reviews and architectural discussions

Software Development Engineer II

July 2020 - April 2024

Technical Skills

Languages / Frameworks Java, JavaScript, TypeScript, Python, React, Vue

AWS Services Lambda, API Gateway, Route53, DynamoDB, S3, OpenSearch, ElastiCache, CloudWatch, ECS Fargate, Glue, Athena, Neptune

Education

The University of British Columbia

Bachelor of Commerce in Computer Science and Business

Vancouver, Canada

2018