Benjamin Teo

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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 serving over 200 tenants across Amazon's lines of business including Seller Experience, FBA, Compliance, Risk Operations, and Fraud/Abuse Investigations.

Work Experience

Amazon   **Vancouver, BC**
Senior Software Engineer   *May 2024 - Present*

- Led development of a case relationship detection system as Tech Lead, connecting related customer support touchpoints between different platforms and organizations. Scaled 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 (peak) transactions per second (TPS) with 99.8% availability and 99.4% consistency across 170M+ case relationships
  - Designed self-service Neptune/Tinkerpop 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+ tenants 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   **Vancouver, Canada**
Bachelor of Commerce in Computer Science and Business   *2018*