

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 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 Field View as Tech Lead, a knowledge graph system for complex issue detection for cases/investigations across 200+ lines of business, scaling a cross-organizational 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 issue Time-to-Resolution metrics, which will be the focal point for a brand new 2026 SVP (S-Team) goal for Amazon
 - Architected distributed system using Neptune graph database, DynamoDB, SQS, ECS Fargate, and Glue, which is able to process records at 15K TPS with 99.8% availability and 99.4% consistency across 170M+ graph edges
 - 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 + account managers
 - Implemented fail-fast isolation mechanism for supercluster detection and DLQ-based traffic separation, preventing system degradation from outlier traffic patterns while maintaining 99.8% uptime during high-scale backfills
 - Drove alignment between senior leadership with graph platform team to add direct-query feature, enabling Neptune queries without additional dependency; reducing onboarding friction for new graph clients
- Architected Multi-Entity Investigations platform as Tech Lead, enabling cross-account fraud detection and replacing legacy single-case system with configurable no-code workbench.
 - Designed configurable tabular widget system with dynamic data chunks and templating engine, enabling tenant teams to customize entity layouts without code changes; designed/implemented drilldown widgets with a configurable framework (DVR) 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 30-120 seconds saved per investigation
 - Enabled \$1.75M in prevented fraud losses and 973 account enforcements through Financial Transaction Fraud integration; drove 35-60% of buyer/seller enforcements via ScoopNLoop 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 Paragon documentation website using Docusaurus, consolidating fragmented wiki content into centralized, version-controlled documentation serving 200+ tenant 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