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   **Vancouver, BC**
Senior Software Engineer   *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.
  - 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
  - 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 Multi-Entity Investigations platform as Tech Lead, PM, and TPM, 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 mentorship and 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 case management system spanning across 200+ tenants.
  - Mentored an engineer from SDE-2 to Senior SDE, and 2 engineers from SDE-1 to SDE-2. Provided hands-on 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	Java, JavaScript, TypeScript, Python, HTML5, CSS, Scala
AWS Services	Lambda, API Gateway, Route53, DynamoDB, S3, OpenSearch, ElastiCache, CloudWatch, ECS Fargate, Glue, Athena, Neptune
Frameworks & Tools	React, Vue, Spring, Node.js, Git, Webpack

Education

The University of British Columbia   **Vancouver, Canada**
Bachelor of Commerce in Computer Science and Business   *2018*