Calvin Loh

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EDUCATION & CERTIFICATIONS

University of London   *Singapore*

Bachelor of Science in Computing and Information Systems   *May 2022*

Second Upper Honors

Relevant Coursework: Computer Networks, Database Systems and SQL; Object-Oriented Programming

Graduate Certificate in Architecting Scalable Systems   *Singapore*

Institute of Systems Science, National University of Singapore   *Mar 2024*

Relevant Coursework: Enterprise architecture patterns, scalable infrastructure design, and CI/CD integration

WORK EXPERIENCE

HeyMax (Pre-Series A Enterprise Loyalty Solutions Platform)   *Singapore*

Founding Solutions Engineer   *Sep 2023 – Present*

- Served as domain expert in scaling customer support team from 1 to 6 members, managing forward looking projects meant for scale
- Managed daily complex customer technical escalations for five figure weekly active users, with defined incident management and cross-team escalation processes
- Provided technical consulting for the enterprise loyalty platform ecosystem with B2B2C integrations on Google Cloud infrastructure
- Developed comprehensive process documentation using the Diátaxis framework, consolidating operations procedures into unified runbooks and improving delivery efficiency from 48% to 94%
- Implemented scripting in internal tools and automation workflows, reducing manual processing time by 80%

NCS Group (Enterprise System Integrator)   *Singapore*

Business Systems Analyst   *Jun 2022 – Aug 2023*

- Managed in-person escalation support for 20+ enterprise clients, maintaining 90% customer satisfaction across business-critical production systems
- Provided technical consulting during system implementation phases, conducting SQL-based root cause analysis and log analysis for complex integration challenges
- Improved complex bug resolution rate from 65% to 90% within SLA timeframes in coordination with offshore engineering teams amidst cost recovery push
- Executed 50+ weekly production deployments on Linux command-line environments on AWS, achieving zero-incident deployment record through standardised processes

Sopra Steria (Enterprise System Integrator)   *Singapore*

Software Engineer Internship   *Jun 2021 – Sep 2021*

- Performed deep technical troubleshooting of rule engine issues through log analysis, resolving 10+ complex test cases weekly during user acceptance testing

- Developed business rules debugging techniques from product requirements, reducing time to isolate root cause of test case failures by 50%

VOLUNTEER EXPERIENCE

People's Association   *Singapore*

Grassroots Leader   *Jan 2024 – Present*

- Ownership of 200+ residents singalong with NFC keychain and web application project, as part of Engineering Interest group at Jade Dew RN National Day Observation Ceremony 2024
- Engaged 30+ primary to secondary school students through STEM workshops as part of the Engineering Interest group
- Led 10+ fellow grassroots members in National Day estate decoration logistics

SKILLS & INTERESTS

Technical Skills: Advanced in On-Call Production Support, Incident Management, Customer Escalation, Technical Documentation; Proficient in SQL, Scripting, Log analysis, Linux Command-line (curl, dig, git, traceroute, mtr); Familiar with Cloud-Native Architecture (AWS, GCP)

Languages: English: Native, Mandarin Chinese: Fluent

Interests: Cycling, History Museums, Travelling