

Calvin Loh

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EDUCATION & CERTIFICATIONS

University of London	<i>Singapore</i>
Bachelor of Science in Computing and Information Systems	<i>May 2022</i>
Second Upper Honors	
Relevant Coursework: Computer Networks, Database Systems and SQL; Object-Oriented Programming	
Graduate Certificate in Architecting Scalable Systems	<i>Singapore</i>
Institute of Systems Science, National University of Singapore	<i>Mar 2024</i>
Relevant Coursework: Enterprise architecture patterns, scalable infrastructure design, and CI/CD integration	

WORK EXPERIENCE

HeyMax (Pre-Series A Enterprise Loyalty Solutions Platform)	<i>Singapore</i>
Founding Solutions Engineer	<i>Sep 2023 – Present</i>
<ul style="list-style-type: none">• 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)	<i>Singapore</i>
Business Systems Analyst	<i>Jun 2022 – Aug 2023</i>
<ul style="list-style-type: none">• 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)	<i>Singapore</i>
Software Engineer Internship	<i>Jun 2021 – Sep 2021</i>
<ul style="list-style-type: none">• 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