

Calvin Loh

hello@calvin.sg | calvin.sg | LinkedIn: calvin-loh

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, Cloud Computing, Solutions Architecture, CI/CD, DevOps

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 system integration methodologies

WORK EXPERIENCE

HeyMax (Pre-Series A Enterprise Loyalty Solutions Platform)

Singapore

Founding Solutions Engineer

Sep 2023 – Present

- Scaled the technical operations team from 1 to 6 members, focused on systematic process optimization
- Managed daily complex customer technical escalations from scratch to five figure weekly active users, through systematic incident management and cross-team coordination
- Provided technical consulting for the enterprise loyalty platform ecosystem with B2B integrations, on Google Cloud infrastructure
- Developed comprehensive solution documentation using the Diátaxis framework, consolidating procedures into unified runbooks and improving delivery efficiency from 48% to 94%
- Implemented scripting in monitoring dashboards and automation workflows, reducing manual processing time by 80%

NCS Group (Enterprise System Integrator)

Singapore

Business System Analyst

Jun 2022 – Aug 2023

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

Sopra Steria (Enterprise System Integrator)

Singapore

Software Engineer Internship

Jun 2021 – Sep 2021

- Performed deep technical troubleshooting of rule engine issues through systematic 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%

SKILLS & INTERESTS

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

Languages: English: Native, Mandarin Chinese: Fluent

Interests: Cycling, History Museums, Travelling

ADDITIONAL INFORMATION

Visa Status: Singapore citizen eligible for H-1B1 visa classification (no lottery)

Relocation: Prepared for immediate relocation at own expense upon offer acceptance