# Ben "Ch<u>enable</u>" Chen

Tel: 647-857-7137
Email: ben.shuoqi.chen@gmail.com

## Professional Summary

**I enable teams and organizations to deliver results.**
With more than 15 years of professional experience in software development, technology, and digital transformation, my expertise spans software engineering, team leadership, program management, and cloud technologies.
Holding a proven track record of leading agile teams to develop, optimize, and scale mission-critical platforms, I have created solutions with significant revenue-generating and cost-saving impact, while fostering a culture of collaboration and cohesiveness in teams.

---

## Skills

**Development**:  JavaScript | Node.js | React | NextJS | TypeScript | HTML | CSS | SQL | Python | Java | Linux | MacOS | Windows | Shell Scripting | REST API | Web Accessibility
**Management**:  Team leadership | Program management | Product management | Stakeholder management | Financial & resource planning | Executive presentations
**Platforms & Tools**:  Git | GitHub | Docker | Postman | Contentful | Jenkins | CircleCI | Jira | Confluence | Puppeteer | Appium | Saucelabs | Adobe Analytics | OpenAI (API)
**Cloud**: GCP | AWS | Azure | OpenShift
**Agile practices:** Scrum | Kanban | CI/CD | Test Automation

---

## Professional Experience

### Principal Consultant
Chenable Digital (self employed)                                    *Mar 2024 - Current*

Summary:

Design, implement, deploy, and maintain trading application for client, by integrating with broker platform's REST API and Slack's open-source framework - BoltJS, as well as leveraging GCP Cloud Run, BigQuery, Cloud Functions, and Cloud Scheduler to automate and execute trade strategies.

Construct data pipeline and augment client's existing codebase to operationalize large-scale data processing and backtesting. Utilize AI (OpenAI GPT and Google Gemini) to analyze and interpret said data , resulting in improved accuracy and strategic advancements.

**Software Engineering Manager**

Rogers Digital                                                           *Nov 2021 - Mar 2024*

Summary:

- Led **2** multi-disciplined software development teams to design, build, test, deploy, maintain, and scale core digital platform products that serve millions of users across rogers.com and fido.ca.
- Chaired organizational migration and re-platform projects / initiatives involving multiple ownerships, web applications, and experiences, successfully managed timelines, budgets, and stakeholder relationships.
- Collaborated closely with product owners, program managers, and external stakeholders to guide the platform's vision, strategy, and roadmap. Identified actionable tasks, defined/refined the product backlog, and planned resources for execution and delivery.
- Partnered with architects and developers to refine and optimize architecture, engineering practices, development workflows, and operating models.
- Facilitated cloud migration (AWS to Azure) for core platform products, closely engaging with DevOps team to ensure a seamless transition and optimal deployment strategies.
- Drove innovation while remaining pragmatic in developing solutions and securing stakeholder buy-in to address technological and logistical challenges.
- Oversaw team finances, including budget management, forecasting, expense tracking, and regular reports to senior management on financial adherence and accuracy.

Highlights:

- Launched 'Global Elements', a framework agnostic solution using lit.dev web components, standardizing headers/footers across rogers.com and fido.ca, yielding $**1.4 million** annual savings and a **50x** faster global update rollout.
- Orchestrated key strategic initiative to re-platform rogersbank.com. Supervised all project aspects: stakeholder and budget management, UX/UI design, architecture, development, and testing. My leadership and coordination efforts established a solid foundation for the project, and secured an initial **20% gain** in PageSpeed Insights analysis on performance, best practices, and SEO.
- Implemented a phased release strategy in collaboration with technology teams, reducing software release time from **2 hours** to **15 minutes**. Shifted the release window to regular business hours whilst significantly decreasing the risk to live users by over **90%**.
- Enhanced team agility by refining practices based on feedback, eliminating unnecessary meetings to prioritize core business tasks, thereby saving **90** hours per week in development and QA time.
- Identified challenges in a previous monorepo setup and transitioned to a more efficient, self-contained model using npm modules for common libraries, which reduced friction and increased release frequency **5-fold**.

## Technical Lead

TELUS Digital                                                    *June 2021 - Nov 2021*

Summary:

- Led a development team of **7** to build and scale mission-critical digital platforms and products across telus.com.
- Drove architectural design and team roadmaps for key deliveries.
- Partnered with internal and external teams to orchestrate major engineering initiatives.
- Served as SME to address highly visible cross-functional challenges and incidents.
- Trained and mentored developers to ensure high team delivery velocity and quality

## Senior Software Developer

TELUS Digital                                                    *Dec 2018 - June 2021*

Summary:

Developed scalable platforms and projects through identifying business problems, designing and implementing robust solutions, maintaining and monitoring the systems built, therefore ensuring great customer experience, and generating exceptional return on investment.

Highlights:

- Built and maintained rendering engine "Site Builder", which powers over **1400** marketing pages and experiences, including the home page, across TELUS.com
- Constructed blogging platform "Blog Builder" that powers *www.telus.com/en/digital/blog* and **11** other blog lines. Improved user experience for content managers to easily compose blogs, drastically reduced operational expenditure by reusing existing systems and decoupling the blog building process from external vendors and services, resulted in a **500k-1mil** potential savings per year
- Created HTML form rendering platform "Form Builder"(*https://www.telus.com/en/digital/blog/form-builder*), allowing teams to dynamically compose and render forms across the TELUS domain. It increased the speed to production **5 fold** and significantly reduced the development effort, therefore cost, of building web forms (projected **1.2 mil** annual CAPEX savings).
- Developed a creative solution that improves communication by helping team members understand corporate lingo and acronyms, utilizing Slackbot. The channel it operates in is an all-time **top 5** across the organization, serving over **1600** team members

## Data engineer

TELUS Digital                                                         *Feb 2018 - Dec 2018*

Summary:

Proposed, designed, and built solution utilizing GCP, to measure platform and application maturity via automatically fetched and visualized KPIs. Equipped teams with data to identify improvement opportunities, articulate impact, and drive their product strategy and roadmap.

Highlights:

- Implemented holistic data pipelines and analytical visualizations as a Solutions Architect
- Led **4** teams of **12** developers and **4** product owners on a two-week sprint to adopt the above solution. Further increased scope of data collection and established the project as a comprehensive metrics system
- Showcased the above result and its business value to the senior leadership team, gaining positive feedback and support for continuous development

## Technical Program Manager

TELUS Digital                                                         *July 2016 - Feb 2018*

Summary:

Transformed the testing guild by leading and supporting a team of **20+** test automation engineers / QA analysts. Provided mentorship and guidance to ensure overall growth of the guild. Organized events, developed program strategy, and implemented solutions hands-on.

Highlights:

- Performed detailed assessment of testing maturity across the organization. Identified key improvement opportunities, drafted immediate action plans and long term strategies, and presented them to the senior leadership team to secure their buy-ins.
- Chaired over **50** lunch-and-learn sessions, showcases, and technical deep dives. Cultivated a continuous upskilling and sharing atmosphere.
- Counselled hiring managers and the HR team through all stages of the hiring process of testers. Reviewed over **200** resumes and conducted more than **50** interviews. As a result, **12** qualified individuals were hired.
- Designed and constructed the in-house lab "Device Farm" to enable teams with mobile responsiveness and native testing. Drove the product development in software, hardware and logistics aspects. Onboarded internal and external teams to leverage said platform for their day-to-day work and ad-hoc requirements. Demonstrated its comprehensive capabilities to a broad audience of 200+.

- Evaluated third-party vendors and services through comprehensive technical and cost-effectiveness analyses. Presented results to leadership to make informed decisions.
- Organized and led a 2-day hackathon with 60+ participants, resulted in the birth of multiple testing libraries and utilities, which are included in the internal reference architecture.

## Software developer

*July 2011 - June 2016*

IBM

Summary:

Developed IBM's flagship product - Rational Application Developer (RAD) and WebSphere Application Server (WAS) tooling, development was done in Java.
Delivered key features and time-sensitive bug fixes, maintained product quality via robust tests and code reviews.
Led team on designing, developing, and maintaining internal automation systems for testing.

*The most up-to-date full version of my resume is available at:*
https://chenable.com/resume/chenable.pdf