

Ben “Chenable” Chen

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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 | Presentation

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, in order 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.

Tech stack: NodeJS, GCP, Python, SQL

Software Engineering Manager

Rogers Digital

Nov 2021 - Mar 2024

Summary:

- Led **2** software development teams of **12** developers and **3** QAs to design, build, test, maintain and scale core digital platform products that serve millions of users.
- Chaired organizational migration / re-platform initiatives and projects involving multiple web applications and experiences, successfully managed timeline, budget and stakeholder relationships
- Collaborated closely with product owners and program managers to guide the platform's vision, strategy and roadmap. Identify actionable tasks and refine the product backlog.
- Partnered with architects and developers to refine and optimize architecture, engineering practices, development workflows and operation model.
- Facilitated cloud migration (AWS to Azure) for core platform products, closely engaging DevOps team to ensure a seamless transition and optimal deployment strategies.
- Drove innovation while remaining pragmatic, developing solutions and securing stakeholder buy-in to address technological and logistical challenges.
- Oversaw team finances, including budget management, forecasting 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 financial sites and experiences. 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 insight analysis on performance, best practices and SEO.
- Implemented 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 decreased 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, transitioned to a more efficient, self-contained model using npm modules for common libraries, reducing friction and increased release frequency **5-fold**.

Technical Lead

TELUS Digital

June 2021 - Nov 2021

Summary:

- Led a team of **7** to build and refine mission critical digital platforms and products
- Drove architecture design and team roadmaps for key deliveries
- Coordinated with internal & external teams to orchestrate major engineering initiatives
- Represented as SME to address highly visible cross functional challenges & incidents
- Trained and mentored developers to ensure high team delivery velocity & 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 & services, resulting 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 to 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 & roadmap.

Highlights:

- Implemented holistic data pipelines and analytical visualizations as solution 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. Gained 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 guild growth. 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 strategy and roadmap, showcased to the senior leadership team and secured their buy-ins
- Chaired over **50** lunch & learn sessions, showcases and technical deep dives. Cultivated a continuous upskilling and sharing atmosphere
- Counselling hiring managers and 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

Software developer

IBM

July 2011 - June 2016

Summary:

Developed IBM's flagship product - Rational Application Developer (RAD) and WebSphere Application Server (WAS) tooling, development was done through 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.
