Ting-Chen **Yen**

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Education

EIT Digital | Entry: Rennes of University, Exit: Aalto University   *France, Finland*

MASTERS IN CLOUD AND NETWORK INFRASTRUCTURE   *Sep. 2024 - Aug. 2026*

Courses: New Technologies and Administration of Networks, Distributed Systems, Object-oriented Software Architecture, Services and Cloud Technologies, Parallel Programming, Advanced Programming

National Central University   *Taiwan*

BACHELOR OF BUSINESS ADMINISTRATION IN INFORMATION MANAGEMENT   *Sep. 2018 - Jan. 2023*

- CGPA: 3.91/4.3

Experience

Cloud Mile Inc.   *Taiwan*

CLOUD SUPPORT ENGINEER   *Jun. 2023 - Aug. 2024*

- Resolved 150+ technical issues across a wide range of GCP services, including networking, compute, storage, and security tools (e.g., VPC, Compute Engine, Cloud Run, Cloud SQL, Load Balancer, Cloud Armor, etc.).
- Delivered 24/7 Cloud Managed Services by setting up alerts and monitoring Kubernetes clusters to ensure system reliability.
- Collaborated with Google support teams to resolve complex technical challenges, achieving a 95% customer satisfaction rate.
- Authored technical documentation and knowledge base articles to empower customers and internal teams.

Microsoft   *Taiwan*

SOFTWARE ENGINEER INTERN   *July. 2021 - Jun. 2022*

- Conducted proof-of-concept using Azure cloud services to address customer technical issues.
- Deployed Fast Healthcare Interoperability Resources (FHIR) Server for Azure in Kubernetes and Azure SQL Managed Instance across hybrid cloud.
- Delivered 20+ immersive experiences to Microsoft partners and customers, focusing on sustainability, artificial intelligence, and Hololens showcases.
- Hosted a hands-on Coding Angels workshop on Azure Face Detection PowerApps for 100+ students.

Project

AI Writing Companions   *Django*

WEBSITE FOR HELPING ELEMENTARY STUDENTS ENHANCE CHINESE WRITING SKILLS USING GPT-4O

- Designed and developed an interactive platform that provides personalized writing feedback to enhance Chinese literacy.
- Integrated GPT-4o API for personalized writing suggestions, enabling students to enhance their Chinese literacy skills.
- Technologies: React (Frontend), Django (Backend), MySQL (Database), GPT-4o API

Mini Text Editor   *Java*

FEATURE-RICH JAVA-BASED TEXT EDITOR

- Implemented the Command Design Pattern and the Memento Design Pattern to create a modular, maintainable architecture that supports future feature expansion.
- Designed and created a UML diagram to model and document the system architecture.
- Conducted unit testing to validate functionality, ensuring the reliability and robustness of all core features.

EMR System   *Java*

BUILDING AN ELECTRONIC MEDICAL RECORD WEBSITE

- Writing a system requirements document UML Diagrams and designing a website UI in Adobe XD
- Using MVC (Servlet + JSP) Framework and deploy a Java web application into Tomcat
- Developing a website via HTML/CSS/JavaScript and using RESTful API to connect to backend
- Working on MySQL to manage electronic medical records and integrate with five user cases.

Talkversity   *React.js*

AN AI-POWERED TRAINING EXPRESS APPLICATION FOR FACIAL EXPRESSION, VOCAL, AND SEMANTIC ANALYSIS.

- Designed and implemented the service UI with React Native, Javascript, and Adobe XD.
- Collected 1600 audio files and 200 self-introduction files to train the artificial intelligence model.

Honors & Awards

2021   **Winner,** Asia Pacific ICT Alliance Awards (Talkversity)   *Asia-Pacific*

Volunteering

Honey Bee Sweetie   *Team Leaader*

A bilingual Hakka-English picture book about a Northern Taiwanese beekeeper's journey   *Jan. 2020 - Aug. 2023*

- Editing and production of picture book stories and participation in business competitions for team funding.
- Assembled and managed a technical team to develop an educational website supporting the project.
- Engaged 30+ students across fields to contribute to a physical book and an online language platform, including website development, interactive games, and multilingual audiobooks.

Skills

Programming	C++, JAVA, JavaScript, Python
Frameworks	Django, React.js, Git, Kubernetes, Docker, MySQL, REST API
DevOps	Kubernetes, Docker
Certification	Professional Cloud Architect, Professional Cloud Network Engineer, Professional Cloud Developer, Kubernetes
Languages	Mandarin (Native), English (Full professional proficiency), French (Basic)