Ting-Chen **Yen**

(+33)603746551 | peggy.yen1999@gmail.com | ting-chen.me | chung-coder | tingchen-yen

Education

EIT Digital | University of Rennes, Aalto University   *France, Finland*

Dual Masters in Cloud and Network Infrastructure   *Sep. 2024 - Aug. 2026*

- Relevant Courses: Object-oriented Software Architecture, Services and Cloud Technologies, Big Data Storage and Infrastructures, Modeling and Evaluating Performance and Safety of applications

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.
- 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.
- Designed and created a UML diagram to model and document the system architecture.
- Conducted 50+ unit testing to validate functionality, ensuring the reliability and robustness of all core features.

EMR System   *Java*

Building an electronic medical record website

- 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.

Honors & Awards

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

Skills

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