

# Ting-Chen Yen

☎ (+33)603746551 | ✉ peggy.yen1999@gmail.com | 🏠 chung-coder.github.io/me | 📺 chung-coder | 🌐 tingchen-yen

## Education

### EIT Digital | Entry: Rennes of University, Exit: Aalto University

France, Finland

MASTERS IN CLOUD AND NETWORK INFRASTRUCTURE

Sep. 2024 - Aug. 2026

- 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

Kubernetes, Docker

### Certification

Professional Cloud Architect, Professional Cloud Network Engineer, Professional Cloud Developer, Kubernetes

### Languages

Mandarin (Native), English (Full professional proficiency), French (Basic)