Ting-Chen **Yen**

📱 (+33)603746551 | ✉ peggy.yen1999@gmail.com | 🏠 ting-chen.me | ⊙ chung-coder | in 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, Distributed Systems, Network Administration and New 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 pertaining to a range of GCP services, including storage, networking, compute, and security tools (e.g., Cloud Armor, Compute Engine, Cloud Run, Cloud SQL, Load Balancer, and VPC). Achieved a 95% customer satisfaction rate.
- Implemented and managed Cloud Managed Services with 24/7 technical support by configuring proactive monitoring, setting up automated alerts, and optimizing Kubernetes cluster performance to ensure high system reliability and availability.
- Participated in the implementation of a ticket management system using Jira Service Management to streamline incident tracking and technical support workflows. Collaborated with cross-functional teams to design and optimize service request handling, with the project ongoing at the time of departure.
- Authored 10+ knowledge base articles and technical documentation to empower internal teams and customers.

Microsoft   *Taiwan*

Software Engineer Intern   *July. 2021 - Jun. 2022*

- Designed and implemented proof-of-concept solutions using Azure cloud services, addressing customer challenges in digital transformation.
- Deployed and optimized Fast Healthcare Interoperability Resources (FHIR) Server on Azure Kubernetes Service (AKS) and Azure SQL Managed Instance in a hybrid cloud environment, improving healthcare data interoperability.
- Delivered 20+ immersive experiences to Microsoft partners and customers, with a focus on sustainability and artificial intelligence.
- Hosted a hands-on Coding Angels workshop on Azure Face Detection PowerApps for 100+ university students to promote technical education and AI adoption.

Project

AI Writing Companions   *Django*

An AI-powered platform that helps elementary students improve Chinese writing skills using GPT-4o.

- Designed and developed an interactive website that provides personalized writing feedback to enhance Chinese literacy.
- Integrated GPT-4o API to deliver adaptive writing suggestions, improving students' writing fluency and expression.
- Built a scalable full-stack system using React (Frontend), Django (Backend), MySQL (Database), GPT-4o API.

Mini Text Editor   *Java*

A feature-rich text editor built with a modular and maintainable architecture.

- Implemented Command and Memento Design Patterns to enhance flexibility, undo/redo functionality, and maintainability.
- Designed a UML diagram to document system architecture and improve code clarity.
- Conducted 50+ unit tests to validate core features, ensuring reliability and robustness.

Sock Shop Microservices   *Kubernetes, Prometheus, Grafana*

Using AWS EKS to deploy a microservices application

- Deployed a cloud-native microservices e-commerce application on AWS EKS using Kubernetes.
- Implemented Prometheus & Grafana for monitoring, ensuring system performance and observability.
- Configured Kubernetes Horizontal Pod Autoscaler (HPA) to automatically scale resources based on CPU utilization.
- Conducted load testing using Locust to analyze system scalability and performance under traffic spikes.
- Integrated liveness and readiness probes to enhance fault tolerance and high availability.

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)

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.