

Ting-Chen Yen

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

Education

EIT Digital | Rennes of University, 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)