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Daniel Cheah
me at dancheah dot com
(425) 390-4381

[GitHub](#)
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Objective

Learn. Mentor. Write Code. Build Systems. Work on interesting problems.

Skills

- Competent in Perl, Java
- Familiar with Python, C, C++
- Experimented with PHP, Ruby, Haskell, Clojure
- Proficient with Linux, OS X and other Unix environments.
- Familiar with Design Patterns, Unit Testing
- Oracle, MySQL, sqlite, redis
- Apache, Tomcat, nginx
- Mason, HTML, JSP
- Perforce, Subversion, Git, CVS
- Message Queues, REST

Work Experience

Big Fish Games, Seattle WA

Senior Software Development Engineer, 3/2009 – Present

- Working on a new generic user attribute system to consolidate silos of customer data with the organization. (Python, redis, MySQL)
- Worked on the ecommerce team to deliver CD Messaging and help launch 5 new international sites and currencies. (PHP)
- Led development of [new affiliate system](#) to improve customer acquisition. Responsible for large parts of backend architecture and code. Guided front end developers on front end website and customer support tool. (Java, ActiveMQ, Spring, MySQL)

Amazon.com, Seattle, WA

Software Development Engineer, 8/2001-3/2009

- Developed an event based metrics system to measure the different aspects of customer service.
- Prototyped Clickstream project to provide click level metrics for our web-based application.
- Led a Scrum project to build a batch processing system to enable Amazon to handle large scale

customer problems.

- Built Struts-like MVC framework for Perl/Mason website.
- Developed code generator to build C++ objects from database tables.
- Developed customer service decision support engine. CS Policies are input into the system as a flowchart and automated decision logic is used to derive a conclusion. Conclusion is used by CS representatives to better handle a customer contact.
- Worked on skill based routing service. Enable customer service to be more effective by routing customer contacts to the appropriate CS representative.
- Did initial port of Amazon C/C++ codebase from Redhat 6.2 to 7.2
- Implemented various use cases for an inhouse customer service web-based application.
- Regular oncall rotation dealing with application's operational issues.

University of Washington, Seattle, WA

Undergraduate Research, 09/2000-08/2001

- Constructed web server using the one.world framework. Web server supports persistent connections and request pipelining.
- Explored algorithms for Internet routing to ease congestion on links. Implemented various approximation algorithms for minimum delay routing. Built tools to automate collection and measurement of algorithms relative to each other.
- Analyzed TCP/IP packet loss during compressing of trace data. Performed benchmarks of LZ0 compression algorithms on x86 and Alpha architectures.

Amazon.com, Seattle, WA

Software Development Engineer Intern, 06/2000-09/2000

- Implemented various use cases for an inhouse customer service web-based application.

University of Washington, Seattle, WA

CSE142 Lab Consultant, 03/2000-05/2000

- Helped CSE142 students with introductory programming assignments.

CSA Private Limited, Singapore

Programmer Analyst, 12/1995-06/1997

- Built server software to forward messages from paging operators to paging hardware.
- Implemented front end software used by banks to handle electronic messages to and from local monetary authority.

Education

University of Washington
Seattle, WA

B.S. with Distinction, Cum Laude; Computer Science
June 2001

Nanyang Polytechnic
Singapore
Diploma in Information Technology
June 1996

References available on request

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