

# Daniel Cheah

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## SUMMARY

Software developer with over ten years of experience building and supporting large, complex, distributed systems. Major strengths include a pragmatic approach to problem solving, communicating ideas and tradeoffs to technical and non-technical people, building consensus among team members and mentoring junior developers.

## WORK EXPERIENCE

**Senior Software Development Engineer, Big Fish Games, Seattle, WA 03/2009 - Present**

- \* Led development of new affiliate system to improve customer acquisition. Responsible for backend architecture and code. Guided web developers on front end website and customer support tool.
- \* Currently working on consolidating silos of customer data behind a new generic user attribute service.

**Software Development Engineer, Amazon.com, Seattle, WA 8/2001 - 3/2009**

- \* Led development of new batch processing system to enable handling of large scale customer support issues. Mentored support engineers to become SDEs within Amazon.
- \* Developed and supported multiple generations of Amazon's internally developed customer relationship management application. Dealt with all facets of the application from email delivery, composing emails, billing, order manipulation, refunds and replacements.
- \* 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.
- \* 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. Enabled 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. Codebase at the time was over one million lines of code.

## EDUCATION

University of Washington, Seattle, WA B.S. Computer Science, 2001

Nanyang Polytechnic, Singapore - Diploma in Information Technology, 1996

## SKILLS

- \* Programming Languages: Java, Perl, Python, C, C++
- \* OS: Linux, OS X and other Unix environments
- \* Database: Oracle, MySQL, SQLite, Redis
- \* Web Servers: Apache, Tomcat, Nginx, Tornado
- \* Distributed Computing: ActiveMQ, Message Queues, XML-RPC, REST, CORBA
- \* Templating/Markup: HTML, JSP, Mason
- \* Frameworks/Libraries: Spring Framework, JUnit, iBatis/MyBatis
- \* Version Control: Git, Perforce, Subversion, CVS
- \* Development Methodologies: Scrum, Kanban, TDD

## INTERESTS

Ruby, Haskell, Clojure, F#, Scala, Akka, iOS, Hadoop, Riak, ZeroMQ, Play Framework