

# Daniel Chen

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## PROFESSIONAL SUMMARY

Dynamic and innovative Cloud Support Engineer with over 6 years of experience in diverse technical roles, including fullstack development and technical customer support. Proficient in a range of programming languages and technologies with a strong emphasis on improving the user experience. Adept at problem-solving and delivering effective solutions in agile environments.

## EXPERIENCE

### **IBM** – Cloud Support Engineer for Application Development

June 2019 – PRESENT

- Provided expert assistance to clients encountering challenges or requiring guidance in developing applications using our Cloud platform
- Supported a diverse range of IBM Cloud services such as API Connect, Blockchain, Kubernetes, Continuous Delivery, Code Engine, Cloud Monitoring, Mezmo, and Activity Tracker in ServiceNow, demonstrating a broad technical skill set and contributing to significant improvements in cloud technology efficiency
- Effectively collaborate with customers to assess and understand their cloud infrastructure requirements, becoming the second highest case closer in North America and consistently achieving high customer satisfaction ratings
- Actively engage in cross-functional team collaborations to resolve complex technical challenges, showcasing strong problem-solving skills and a commitment to customer success
- Provided technical leadership in numerous projects, guiding teams towards successful outcomes and achieving critical project milestones, reinforcing the team's ability to meet and exceed project goals

### **LINKMedicine** – Software Developer

June 2017 – June 2019

- Developed several prototypes and an alpha version for a WeChat mini program in Android Studio, working primarily with Java, XML, Angular, and Google APIs and focused on user experience and interface design
- Designed and implemented multiple webpages for the company website using HTML5, Javascript, CSS
- Collaborated with cross-functional teams to align designs with the company's branding and objectives

## PROJECTS

### **IBM** – Team Wiki, Project Lead

- Created a knowledge base for the team to document processes and improve self sufficiency
- Collected details such as common issues for services, troubleshooting, support enablement, and best practices and compiled them into individual service pages for quick access and enhanced usability
- Actively encouraged team participation and included a feedback form to the website to create additional opportunities for improvement of the wiki

### **IBM** – Service Level Objective Analysis, Project Lead

- Compiled data for tickets that missed our first response time objective goals, conducted analyses to find the root cause of the misses and determined a best course of action to minimize them
- Led weekly team meetings to discuss the analyses and implement solutions to improve workflow
- Increased team's average attainment of 80% to over 95% within a year of the project's inception

## EDUCATION

### **University of Maryland, College Park** – Bachelor of Science in Information Science

August 2015 – May 2019

## SKILLS

Cloud Computing, Application Development, Technical Problem Solving, Project Management, Team Collaboration, Customer Support, Javascript, HTML, CSS, Java, Python, APIs, Frameworks and Libraries, GitHub, ServiceNow

## INTERESTS

Rock Climbing, Soccer, Chess, Cooking, Coffee & Tea Brewing, Digital Art, Spending Time with my Shiba