

Derek Lo

Systems Engineer

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GitHub: <https://www.github.com/dlo102789>

SUMMARY

Innovative and task-driven professional with an MS in Computer Science seeking a Software Developer position. Experience in web development and API design for use in internal corporate environments. Proven success in providing the technological needs of business users through the implementing and writing of well-designed, maintainable code. Proficient at troubleshooting simple and complex production issues and implementing new features based on user feedback.

PROJECTS

Sequoia - Hilton

An administration console for Hilton Contact Center employees.

- Front End: Angular 5, Bootstrap, JQuery, PrimeNG
- Back End: NodeJS, Express, Passport-JWT, Passport-SAML, AWS DynamoDB, AWS Aurora, jQuery, Bitbucket and Git.

React Chat App

Used NodeJS and React to create a simple chat app.

- Implemented technologies such as NodeJS, Express, React, Socket.io, Bootstrap
- <https://github.com/dlo102789/Bleep>

EXPERIENCE

Systems Engineer

Hilton

04/2022 – Ongoing • Remote

- Design and enhance the Contact Center Admin Console by adding user-friendly features and pages to the user interface using the Angular framework.
- Built RESTful APIs that served data to the Contact Center Admin Console by querying DynamoDB and Amazon Redshift Databases.
- Assisted the lead developer in architecting and designing an interface for editing Amazon Lex intents and utterances to be used by the Hilton Chatbot.
- Assist the Contact Center Operations Team in maintaining currently existing systems and databases as well as troubleshooting issues such as SQL Server job failures.

IT Web Systems Developer

Fresenius Kabi

10/2019 – 04/2022 • Lake Zurich, IL

- Effectively plan, install, configure and optimize IT systems to achieve high availability and performance.
- Responsible for the deployment, managing and maintaining of IIS Web Servers.
- Lead meetings to discuss project milestones and support initiatives.
- Provide security guidance in support of Production system implementations.
- Oversee system implementations from start to finish and assist with GMP system validations.
- Draft SQL scripts and queries according to business and audit needs.
- Manage incidents, maintain knowledge articles and system docs, and update run-books.
- Identify performance bottlenecks, anomalous system behavior, and resolve the root cause of service issues.

EDUCATION

Masters in Computer Science

University of Illinois in Springfield

06/2017 – 08/2019 | GPA: 3.85

SKILLS

Administration: IT Networking, Windows Administration, Software Configuration, Windows Server, Active Directory, Tomcat, IIS, Troubleshooting, PowerShell, CompTIA Security+ Certification, SQL Server

Programming: HTML, CSS, JavaScript, Typescript, NodeJS, React, Angular, Express, jQuery, Ruby, Ruby on Rails, C#, git, Socket.io, SQL, AWS, JsonWebTokens, SAML