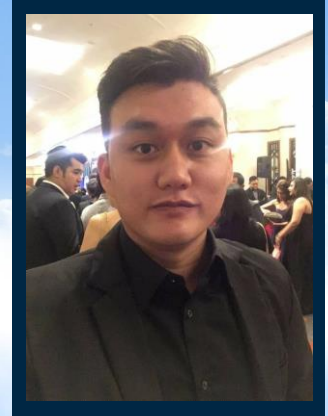# Tan Jia Sing (Senior Software Engineer)

• (+60)01126967179 • elvistan_0417@hotmail.com

▼ Professional Experience

May 2024 – Current
Technical Consultant • Experian

Responsibilities
- ✓ Develop automation for product setup (installation & configuration) using Ansible technology, and implement it in the Ansible platform.
- ✓ Set up, configure and upgrade the product environment.
- ✓ Provide technical analysis and assistance to the client, including performance testing, performance reporting, and debugging.
- ✓ Technical analysis on the product and follow up discussion/bug with internal production support team
- ✓ Develop tool (e.g., java Jar, PowerShell, Unix, Batch) to automate existing maintenance and support tasks (e.g., housekeeping scripts, XML comparison tool, product plugin jar, code scan jar etc)
- ✓ Provide on-call support for client testing during weekends, and support product go live activity
- ✓ Fix production issue (Oracle stored procedure, migration data export script etc)
- ✓ Design and develop API for client CICD to integrate

May 2023 – April 2024
Senior Digitalization Specialist • BASF

Responsibilities
- ✓ Analyze user stories and develop front end and back-end solution according to requirement
- ✓ Further improve developed solutions and add new functionalities if is required, demo user stories that completed
- ✓ Work together with tester to develop automation testing
- ✓ Play as Devops role to introduce pipeline to automate deployment, do environment provisioning and document down the knowledge and share to team
- ✓ Work together with product owner, architect and scrum master, taking responsibilities in understand the user stories and refine the effort required
- ✓ Code review and support team members on technical issues including programming, third party library usage & infra setup

December 2022 – May 2023
System Support Lead • Senior Management • Ambank

Responsibilities
- ✓ Provide application support to meet service level agreement
- ✓ Liaise with Level 2 and vendors on CR/Bug fix, analyze problem and provide long term solution
- ✓ Follow up on findings and issues to ensure actions are taken
- ✓ Conduct code review, test case review and maintain the code and service quality
- ✓ Recommend improvement, security needs and best practice

September 2019 – December 2022
Senior Software Engineer • Executive • Experian

Responsibilities
- ✓ Interacts with the Product Owner/Business Analyst to define, refine, develop, test and deliver against functional requirements
- ✓ Design components of the product suite with architect team and translates functional into technical requirements
- ✓ Coordinate projects and manage a team of 6 software engineers as Scrum Master
- ✓ Implement correct, performant and reliable code on schedule and according to specification
- ✓ Review code quality and unit test to ensure the proper implementation
- ✓ Perform root-cause analysis on product defect
- ✓ Write technical documentation for internal and external consumption
- ✓ Provide guidance and support to junior software engineers

Award
- ✓ Nominated by manager as "Collaborate to Win", "Value each other" Experian spot award during year 2020, 2021

March 2019 –September 2019
Software Engineer• Freelancer

Project-based (e-commerce, e-wallet, logistic system, reporting system, 3D games & apk apps)
Responsibilities
- ✓ Engage to project development & support (Full Software Development Life Cycle)
- ✓ Deliver system specification document and technical implementation
- ✓ Full stack developer & production support
- ✓ Support project team with technical troubleshooting skill and provide the solution
- ✓ Setup VSIT, SIT, UAT and production environment
- ✓ Analyze and propose solution to system design and delivery method

Achievement
- ✓ Delivered 5 unity 3D games and 1 app (Android APK) as individual project
- ✓ Delivered 3 websites (Propose, Design, Develop & Delivery) by using Wordpress & GoDaddy as individual project
- ✓ Delivered order admin system and sales report system as individual
- ✓ Delivered more than 3 systems (e-commerece, e-wallet, inventory management system) team up with others

February 2018 –March 2019
Technical Analyst• Executive • Experian

Project Involved (Thailand & Malaysia AEON Debt Collection & Recovery System)
Responsibilities
- ✓ Engage to Debit Collection and Recovery product delivery project
- ✓ Deliver integration specification document and technical implementation (Installation, Configuration, Store Procedure/ Batch Script, MQ & Web Service development)
- ✓ Product demonstration to client
- ✓ Product technical troubleshooting
- ✓ Technical POC (Prove of Concept) for project delivery
- ✓ Support the team with technical knowledge transfer required
- ✓ Setup product environment for different purposes
- ✓ Participate in Business Requirement Documentation and Integration Workshop to better address client's integration concerns

Skill/Experience Gain
- ✓ Experian product knowledge
- ✓ Debit Collection and Recovery Domain knowledge

Awards
- ✓ Selected to attend technical consultant bootcamp in Bulgaria, Europe
- ✓ Nominated by Program Manager for Delight Customer Award (One Experian Recognition Spot Award Program)

January 2017–February 2018
Integration Application Engineer• Executive • Wirecard AG

Project Involved (Affin Retail Internet Banking System)

Responsibilities
- ✓ Manage Retail Banking System Implementation projects in integration of third parties design, developing enterprise solution, customization and system integration
- ✓ Navigate with vendor parties of bank in system integration solution, in charge of the delivery integration specification document and develop web service for RIB system integration solution delivery purpose.
  - o Silverlake SIBS (Core Banking Solution)
  - o Ascend Credit Card Solution
  - o MQ solution
  - o FPX
  - o SMS Gateway
  - o Myclear solution
  - o Merchants
- ✓ Monitored the process of back-end service to all third-party systems during SIT and UAT and do troubleshooting for issue encountered

Experience Gain
- ✓ Retail Banking domain knowledge

January 2015-October 2016
Senior Application Engineer• Senior Executive• Hitachi eBworx

Project Involved (Regional Cash Management System, Maybank)
Responsibilities
- ✓ Manage system implementation projects and develop enterprise solution
- ✓ Lead a team of 3 through software development phases, from analysis to design, development, testing, implementation and support tester testing & bug fixing
- ✓ Navigate with bank user in system release package and deployment process
- ✓ Develop and support customized banking solutions i.e., feature enhancement, new modules, debug and bank-end system integration by using JAVA STRUTS framework and backbone JS front-end
- ✓ Perform system performance testing by executing the Oracle store procedure and Jmeter

Experience Gain
- ✓ Corporate Cash Management System domain knowledge

Jun 2014-December 2014
Business Consultant Associate Intern & Application Engineer Intern• Internship• Hitachi eBworx

Project Involved (Regional Cash Management System, Maybank)
Responsibilities
- ✓ Coding, implementation, testing and support of customer banking solution included feature enhancement and debug
- ✓ Update and document technical specification

▼ Education

Software Engineering, University Malaysia Terengganu (UMT)
- ISTQB Certified Tester: Foundation Level In Software Testing
- Participate in 3P Industry-Based Certification Program and Personal Enhancement Program for Pre-Graduates
- Participated in Oracle Certified Associate Program, Java SE 5/SE 6 and successfully received certificate and joined an elite group of Oracle Certified Associates
- Certified member of an elite group of Oracle Certified Associates

▼ Skill Summary

Project Management Skills, System Deployment Management Skill, Elixir. STRUTS2 framework, Software Testing (QA), Communication skills, database (Oracle, MySQL), Java (J2EE, J2SE, Object Oriented), Backboned JS + JQuery, JSP, Software Troubleshooting, Web Service, Java Spring Hibernate, Java Springboot, MQ integration, SOAP/Restful/HTTP integration, firebase platform implementation, ionic with angular node js + cordova implementation (web , android & ios), PostgreSQL, 3D Unity development, Android APK development, Apache Wicket Framework, Java OSGI bundle, Jenkin Groovy script development, Java Cucumber automation test script development, AWS, docker kubernetes & Openshift, PostgreSQL, JMeter, Java Jprofile system performance analysis

▼ Languages

Chinese , English, Bahasa Malaysia

▼ Additional Information

- Represent University in basketball competition (Masjlis Sukan Universiti Malaysia)
- Committee member of UMT basketball club and swimming club
- Took part in UMT swimming competition and won gold medal
- Took part in UMT basketball competition 3 v 3 and won silver medal

▼ About Me

Age : 34
Telephone Number : 011-26967179
Nationality : Malaysia
Race : Chinese