

# Felix Chen

## Software Engineer

Passionate and driven undergraduate with 2.5+ years of industry experience involving SRE, DevOps, full-stack development, public cloud, machine-learning and testing.

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## EDUCATION

### BSc Computer Science, Software Engineering, Co-op University of Toronto

09/2016 - 04/2022

## WORK EXPERIENCE

### Site Reliability Engineer Intern IBM

05/2020 - Present

#### Achievements

- Developed customer self service using Kubernetes, Ansible and Kafka, eliminating 15% of Salesforce cases
- Maintained SaaS offerings on Kubernetes, Docker and Windows for 1200+ environments, actioned pager alerts, provisions and modifications
- Reduced toil with Ansible, Powershell, Bash, Python and Github API

### Information Developer Intern IBM

09/2018 - 04/2020

#### Achievements

- Led a Stack Overflow initiative, engineered 10+ dashboards, rewards program and question routing, increasing db2-luw tag watchers by 53%
- Automated support escalation paging using PagerDuty API, Slack API and cloud functions, saving thousands of hours spent on monitoring Slack
- Delivered a web crawler, wiki cloner and documentation quality checker

### Software Developer Intern Extreme Networks

01/2018 - 12/2018

#### Achievements

- Developed a nightly test suite using Python, Selenium and Chromedriver
- Supervised 100+ tests running in parallel across 4 CentOS VMs

## PROJECTS

### Web Watcher (2020) [🔗](#)

- Created a **microservice** application to notify users upon website changes
- Implemented the API gateway pattern, wrote 7 services in JavaScript and Python
- Leveraged Kubernetes, Docker Hub, IKS, COS, CouchDB, AWS, Netlify and Go

### Nitrus (2020) [🔗](#)

- Engineered a **realtime** application for users to vote and listen to a Spotify queue
- Utilized SocketIO, IBM Carbon Design, React, TypeScript, Spotify API and Azure

### Ice Cream (2020) [🔗](#)

- Developed a **peer to peer** application for users to stream video and audio
- Used PeerJS (WebRTC), IBM Carbon Design, React, TypeScript and Netlify

### Minesweeper Q-Learning (2020) [🔗](#)

- Implemented Q-Learning using NumPy to play Minesweeper with a 97%+ win rate

## LANGUAGES

JavaScript

HTML

CSS

SCSS

Python

Java

C

Go

Bash

PowerShell

TypeScript

Haskell

## TECHNOLOGIES

### SRE

Kubernetes, Docker, Ansible, Rundeck, LogDNA, New Relic

### Cloud

IBM Cloud, AWS, Azure, GCP

### Frontend

React, jQuery, Cookies, Bootstrap, PeerJS, Google Material Design, IBM Carbon Design

### Backend

Express, Flask, Socket.IO, JWT

### Databases

PostgreSQL, MongoDB, CouchDB

### APIs

Github, Slack, Spotify, Stack Overflow

### Operating Systems

Linux, Windows, MacOS

### Machine Learning

NumPy, Classification, Regression, Clustering

## CERTIFICATES

Docker Essentials (01/2020)

IBM Cloud Kubernetes Service (12/2019)

Containers, K8s and Istio on IBM Cloud (05/2020)

## VOLUNTEER EXPERIENCE

### Robot Design Judge FIRST Lego League

12/2018

#### Tasks

- Judged the design of Lego robots
- Advocated for teams in the ranking process