

Chang Hua Hong Bernard

+65 9115 6951 | changhuahong@gmail.com | LinkedIn: changbernard | Senior Solutions Engineer - Email at Twilio

Hello! My name is Bernard. I used to work for an amazing communications company called Twilio before I was laid off. My job as a SE excites me everyday and I wonder why don't more people want to be a SE. I would describe myself as morbidly introverted and gentle, but generous and deeply curious. My career so far is built on the generosity of my mentors and some good fortune. I really like how much there is to learn and apply about the art and science of solutions engineering and I foresee myself staying in presales for a long while.

My Qualifications

SINGAPORE MANAGEMENT UNIVERSITY | BACHELOR OF SCIENCE IN INFORMATION SYSTEMS | 2013 - 2017

- Major in Advanced Business Technology and Strategic Management
- Cumulative GPA: 3.62/4.00 – Magna Cum Laude (Top 15% of Cohort)
- Dean's List for AY 2013/2014 (3.7 / 4.0 over two semesters).
- Coursework: Architecture Analysis, Computational Thinking, Data Management, Enterprise Integration, and more.

My Work Experience

TWILIO | SENIOR SOLUTIONS ENGINEER - EMAIL | SEPT 2020 – CURRENT (2y 1m)

- I was a SendGrid SE covering the APJ region. As an SE, my goal was to secure the technical win. When not working on RFI/RFPs or filling in security questionnaires, I built technical assets, delivered Proof of Concepts and gave demonstrations showing what's possible with Twilio SendGrid.
- I've taught the wonderful world of SendGrid's Email API and Marketing Campaigns to internal and external audiences. I've authored and reviewed Twilio blog articles. I facilitated Twilio Signal and I've presented at webinars, conferences and at Twilio's Superclass to business leaders and developers.
- I was an Employee Resource Group (ERG) leader. I was a founding member of the Spectrum APJ chapter and championed LGBTQ+ and larger DEI efforts by organizing quarterly newsletters, events, workshops, and trivia games. I was on the inclusivity council to investigate inclusivity concerns amongst Twilions and to advise the APJ leadership.
- I was in the bar raiser program. I interviewed candidates from all over the world to find the next generation of bar raising Twilions, by lending my impartiality, neutrality, and sensitivity to hiring managers and teams.

VMWARE | TECHNICAL ACCOUNT MANAGER | JUL 2017 – SEPT 2020 (3y 3m)

- I joined VMware as part of the New College Graduate (NCG) program and was 1 of 3 among the cohort to be promoted from an associate position in the first two years.
- During my first year, I supported a complex deployment and joint delivery of cloud services to the Government Private Cloud (GCP) project, focusing on the enterprise integration of various product suites using vRealize Orchestrator
- I volunteered to take on a cloud automation specialist role within the TAM team, mastering tools such as PowerCLI, vRealize Automation, Chef and VMware's various product APIs to enable team members and clients to operate more efficiently.

VAULT DRAGON | SOFTWARE ENGINEER INTERN | JUL 2016 – SEPT 2016 (4m)

- As an intern in a rapidly growing startup, I worked in a lean environment; wearing multiple hats from software engineer to DevOps to customer success. Even as an intern, I was trusted to take on technical leadership and be an owner making strategic architecture decisions for the startup.
- During my time there, I initiated Cloud and Optical Character Recognition (OCR) features which were adopted as a business endeavor for the digitization business.
- Technologies I used include AWS (EC2/ S3/ Route 53/ Lambda/ etc), Git, SQL / NoSQL, Tesseract OCR, numerous RESTful APIs as well as an array of front-end / back-end programming languages such as Ruby, Python, JavaScript (jQuery, AngularJS), and PHP.

DELOITTE SINGAPORE | TECHNOLOGY RISK INTERN, ENTERPRISE RISK SERVICES | JUN 2015 – SEPT 2015 (4M)

- I performed penetration testing and vulnerability assessment of web applications and networks for real clients using Open Web Application Security Project (OWASP) and Offensive Security Certified Professional (OSCP) frameworks and concepts
- During my time there, I also took the initiative to develop an internal monitoring application that was presented to managers and partners as a potential business growth area.

NAVAL DIVING UNIT (REPUBLIC OF SINGAPORE NAVY) | NAVAL DIVER, CLEARANCE DIVING GROUP | JUL 2011 – SEPT 2013 (2Y 3M)

- I was part of the NE Organizing Committee where I hosted the Sembawang GRC Grassroots leaders' visit to the NDU.
- I was 1 of the 3 naval divers selected to represent the Republic of Singapore Navy in the Langkawi International Maritime and Aerospace Exhibition 2013 (LIMA 13) alongside RSS Steadfast.
- I was one of the only NSF in my cohort to be promoted to the rank of CFC. As NSF leader, I carried out lessons pertinent to the use of military diving equipment to over 50 in-service and reservist military personnel.

My Co-Curricular / Extracurricular Activities

SERVICE LEARNING PROJECT IN MARINE CONSERVATION (SMU REEF ALERT) | JAN 2014 - FEB 2015

- I organized and successfully executed an overseas marine conservation project as part of a 15-men team, which was featured on The Straits Times (8 January 2015), p B6.
- The project took us to Malapascua, Philippines to conduct fieldwork and analysis of coral life forms as a research assistant using the Photo-Quadrats technique. It was here that I first saw the majestic thresher sharks and manta rays live and developed my love for the ocean.
- At the behest of the local school children, we spent a day playing games with them and teaching them about conservation and waste management in the local elementary school.

My Interests

- **The Sea** Our Oceans are badly misunderstood. I've taught swimming to rambunctious children using the modified AUSTSWIM syllabus. I have a keen interest in Scuba Diving and can't stop promoting sustainable diving habits to everyone I meet on a dive trip.
- **Interior Design** Taking over the renovation of my parents' apartment is when I started paying attention to the color, form and space used everywhere. I like the idea of Mid Century Modern with a huge hint of Essentialism, of which the idea comes from Greg McKweon, because it will remain classy and timeless decades into the future.
- **Cycling** I am an avid cyclist, circling the island weekly, taking in the sights and sounds of a predawn Singapore. I volunteered to be a safety cyclist for various charity events as well as the NTU Bike Rally in the 168km category to make sure we do not get on Facebook's Beh Chia Lor.
- **NBA** Although I am a diehard Laker fan I think the Spurs play the most beautiful basketball and I still can't get over how Kobe was taken too soon.