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| Eric Lu | |
| Profile for “Job Title & Company”  Tech Leader | Business Innovation | Digital Transformation  A well-rounded hands-on technical lead/architect with 15 years of tech experience and management experience in software engineering, big data and data science. | |
| Personal details Nationality Not Stated Location Singapore Languages English Stanton House Contact Name Laura Taylor | Education & Qualifications BSc Computing (Hons); Computer Science (AI) 2007 – 2011: NUS, SG Microsoft Certified Technical SpecialistOracle Certified Java Developer |

Employment History

Kaddra (Computer / Information Technology – Software)

VP Engineering | Principal Engineer / Technology Architect (Full Stack)

Aug 2019 – Mar 2020

* Retrenched along with COO, CMO
* Recruited, trained and led a growing team of 12 engineers to work on Kaddra’s global and proprietary customer experience management (CXM) platform that generates white-labelled mobile apps for clients in the shortest turn-around time
* Investigated, designed and reassembled the common codebase for the cross-platform mobile app to be highly dynamic and configurable, resulting in a high throughput of white-labelling for 5 different clients in a time span of just 2 weeks
* Introduced proper data workflows for analytical and archival purposes using Streamsets DataOps Platform for high developer productivity, operational efficiency and architectural agility
* Introduced business intelligence dashboards using Holistics
* Initiated the automation of all CI/CD processes, alleviating the need for huge DevOps team
* Established proper software development and DevOps practices within the team

Environment

* Node.js, ReactJS, React Native, Vue, MongoDB, Postgres, Elasticsearch, Streamsets, Docker, Kubernetes, AWS

Deloitte (Asia Pacific) (Consulting / Advisory)

Solution Architect (Data Science), Risk Advisory

Mar 2018 – Jul 2019

* Led a new and growing team of 12 developers and data scientists under the Cognitive Analytics Solutions Center (CASC) to work on the first revolutionary product for Deloitte (Asia Pacific), also known as the Cognitive Risk Intelligence & Sensing Platform (CRISP)
* Investigated, designed and assembled the system architecture of the platform to be implemented by the team from scratch
* Introduced microservices architecture using Docker technology for high portability, scalability and availability
* Recruited new developers and data scientists into the team to a headcount of 16 within the financial year
* Established proper software development, data science and DevOps practices within the team
* Initiated research and development efforts into the field of explainable artificial intelligence (AI)
* Assisted the business development team in their pursuits and meeting potential clients in the APAC region

Environment

* Node.js, ReactJS, Python, Django, Golang, Scala + Play, Postgres, Elasticsearch, HBase, Kafka, Hadoop, Cloudera, Streamsets, Docker, Terraform, AWS

ezCare Global (Healthcare / Medical)

Head of Engineering

Jan 2016 – Mar 2018

* Recruited, trained and led a team of developers with a budget of $1 million to build complete product line of Node.js API backend, ReactJS web frontend (including administration interface), native iOS and Android apps
* Overhauled legacy system by spearheading the creation of a new backend system that is more scalable and performant
* Established DevOps practices among development and operations teams to reach the ultimate goal of ensuring customer satisfaction
* Played a vital role in the process leading up to the majority acquisition of ezCare Global by the directors of Raffles Medical Group, a listed healthcare organization based in Singapore
* Orchestrated and led the digital transformation of Raffles Medical Group based on special arrangement with affiliated company Doctor One World

Environment

* Node.js, ReactJS, Python, Django, Swift, Java [Android], Kotlin [Android], MongoDB, Kubernetes, Docker, Jenkins, AWS, Azure, Bluemix, Hyperledger [Blockchain]

Classwright (Education)

Head of Engineering

May 2013 – Dec 2015

* Recruited, trained and led a software development team to work on various projects:
* Built GrabTuition, a matchmaking platform for tutors & students that became a hit with private tutors using gamification features
* Engineered a digital signage solution that incorporated social reviews for F&B merchants, also known as Buzzclout
* Programmed a customized reviews ad engine that allowed merchants to advertise their good reviews in digital advertisements
* Coded a class booking and review platform that featured popular institutions such as Kent Ridge Tutors

Environment

* Node.js, AngularJS, PHP, MySQL, MongoDB, Docker, Chef, Azure, AWS, Digital Ocean

Appriqot (Media / Advertising)

Head of Engineering

Apr 2011 - 2013

* Managed and developed a customized mobile advertising engine integrated with mobile SDKS for both Android and iOS
* Managed individual projects pertaining to the use of the Appriqot Ad Engine by clients
* Implemented and executed mobile marketing strategies for clients through the Appriqot Ad Engine and other mobile marketing channels
* Managed software developers working remotely from India and Singapore

Environment

* Node.js, AngularJS, PHP, Objective C [iOS], Java [Android], MySQL, MongoDB, Chef, AWS, Digital Ocean

Acorno (Computer / Information Technology – Software)

Project Manager / Principal Consultant

Jan 2005 – Mar 2011 (Full Time); Apr 2011 – Dec 2016 (Freelance)

* Managed 53 software development projects ranging from basic websites to mobile apps to customized CRM/ERP systems by clients
* Presided over 2 local nation-wide projects (Wireless@SG project commissioned by Infocomm Development Authority of Singapore, Families for Life project commissioned by Ministry of Social and Family Development)
* Provided consulting services to help clients solves issues ranging from UI/UX design to systems architecture
* Established Agile software development practices among remote software development team based in Indonesia

Environment

* Node.js, AngularJS, ReactJS, Vue.js, Python, PHP, C#.NET, ASP.NET, Java, Struts, JSF, PhoneGap, Cordova, React Native, MSSQL, MySQL, Postgres, MongoDB, SAP, Ansible, Chef, Jenkins, AWS, Digital Ocean

Standard Chartered Bank (Banking /Finance)

Software Developer

May 2009 – Aug 2009

* Worked on 2 enterprise software development projects (created new business validation module for trading system, completed prototype of internal resource entitlement system)
* Worked with database administrators and technical service personnel to coordinate the use of in-house software on development and operational terminals

Accomplishment

* Learnt the practical approach to designing system prototypes and coding Java EE modules
* Learnt the use of technologies such as Spring, Hibernate, JMX and Java portals

Environment

* Java EE, Spring, Hibernate, JSP, JMX

Certifications / Recognitions

* Microsoft Certified Technical Specialist: .NET Framework – Windows Applications
* Oracle Certified Java Developer: Java

Community Involvement / Volunteering

## Voluneer, SmartGuppy (2018 – To Date)

* SmartGuppy is an organization that advocates the concept of open education in Singapore and hopefully in the nearby region as well in the near future. We are a group of people who believes in helping every student succeed regardless of background. I am involved in SmartGuppy as the lead developer of the SmartGuppy website
* <https://www.smartguppy.com>

Committee member, Mapherson MY (Macpherson Youth) DREAM (2012 – 2017)

* The Macpherson MY DREAM is a new project commissioned by Singapore Member of Parliament Tin Pei Ling to empower youths in the local Macpherson community to be the next generation of leaders as well as tackle the social issues of juvenile crime within the community. I serve in the capacity of a volunteer from another organization Life Edu Services, largely to guide youths from Life Edu Services to participate in this project

Volunteer Tutor, Life Edu Services (2016 – 2017)

* Life Edu Services is a community outreach centre based in the Macpherson area of Singapore, specializing in providing free and/or subsidized tuition to low income families in the region. I serve mainly as a volunteer teacher providing free tuition to secondary school students as well as volunteer to be a helper in its community events

Systems Skills

Management

* Exhibiting good leadership and effective communication skills, conflict management skills, morale/reward management skills and stakeholder management skills

Product / Project Management

* Managing project or product development with high technical expertise, great planning skills, great time management skills and favourable UI/UX design practices

Cognitive Analytics

* Generating analytics using machine learning techniques such as natural language processing, classification, forecasting/regression, clustering and recommender techniques

Big Data Engineering

* Architecting systems adjoining data warehouses/lakes that can digest huge real-time data by performing ETL/ELT processes

Software Architecting

* Designing scalable application and infrastructure architectures, and choosing the right languages, tools and platforms for software development and infrastructure

Agile Software Development

* Adopting and abiding by the Scrum/Kanban methodology throughout the software development lifecycle

DevOps

* Deploying projects with continuous integration/delivery/deployment on highly scalable infrastructure on the cloud

Solution Architecting / Consulting

* Designing and presenting system solutions that meet specific business needs by understanding and analysing the business requirements in depth

Innovation

* Applying innovative methodologies/tools such as the Lean Startup and Design Thinking frameworks