**SHAUN LAU**

**EXECUTIVE SUMMARY**

* CERTIFIED AGILE/SCRUM MASTER WITH 13 YEARS OF EXPERIENCE in Software Development, Application Development, IT Consulting, Digital Transformation, IT Security, Data Centre Management, Banking, Commercial, Government, Healthcare,

Telco.

* Experience in using Agile/Scrum Methodology in SDLC and Software Development Design.
* Expert knowledge in architecting best practice’s technology environments such as applications, databases, hardware platforms, operating systems and storage design.
* Experience in using DevOps for Digital Transformation for industries such as E-commerce, Government, Healthcare, Media.
* Developed and built 30+ mobile apps and 60+ web application provider exceptional user experience.
* 10+ years’ experience in team management, provide leadership, coaching, and development plans for all direct reports to maintain an engaged and productive.
* Experience in managing vendors and negotiating key deals with vendors and procurement procedures.
* Designed and implemented a new IT management model with MOHT,

increasing quarterly productivity by 33% and boosting employee satisfaction

by 22%.

* Team player who is able to communicate effectively and collaborate with team member and stakeholders.
* I am a fast learner, sociable, adaptable, and am constantly up-to-date on new technology stack trending knowledge. I have an open mindset and enjoy new challenges.

**Area of Expertise**

Operating Systems, Networking Protocols, Build and Release, Source Control,

Deployment, Configuration Management, Containers, Monitoring, Programming,

Agile & SCRUM Methodology, Software Development Operations (DevOps),

Machine Learning, Business Analytics, Network Administration, Cyber Security &

Defense, Quantum Computing, Applications Architecture, Data Center Management, Research & Analysis, Database Administration, Web Development Operations, Application Development Operations, Mobile Application Development Operations, Cloud Architecture, Business Intelligence, Artificial Intelligence, Data Architecture

**Employment**

**Mediacorp Pte. Ltd.**

**AVP, Head of DevOps**

**Sept 2019 to March 13, 2020**

Responsibilities: -

Reported to Head of Digital, responsibilities: -

* Leading an Agile team of 7 DevOps/SysAdmins and 7 Developers to maintain and improve the operational efficiency of our new and existing digital assets in Mediacorp, through creating documentation via Confluence and assigning and delegating task via Jira, operational and security assessments via Armor, Tenable,

DivvyCloud to access our multi-cloud and the technology roadmap planning

and optimization.

* Deeply instill DevOps culture across an 80+ sized engineering team and moved

away from 3 months release cycle to a 1-click release.

* Maintained network of 500+ Unix servers on Multi-Cloud &amp; on-prem with

99.9% up-time.

* Transitioned to GIT version control and pair programming to raise speed 30%.
* Used Ansible and Zabbix to boost quality, slashing customer complaints by50% for Mediacorp News and Video platform like Toggle TV now rebranded as MeWatch.
* Lead a team of Cloud and DevOps engineers to maintain and improve the

operational efficiency of our new and existing digital assets in Mediacorp,

through creating documentation via Confluence and assigning and delegating

task via Jira, operational and security assessments via Armor, Tenable,

DivvyCloud to access our multi-cloud and the technology roadmap planning

and optimization.

* Set the appropriate software standards and processes of DevOps using agile

methodology to deployment practices and oversees the proper processes of

these applications.

* Worked with a team of 7 DevOps engineers to build in-house capabilities to

administer and monitor hundreds of docker Kubernetes nodes and

implemented infrastructure monitoring and management of on-premise and

cloud environments on (AWS, Azure, GCP, Intel x86 servers, networks) using

AWS CloudWatch, Azure Health/Monitor, Zabbix, NewRelic, Site24x7,

VictorOps, Splunk by creating a channel for all this notification to be sent to

one of our monitoring channels in Slack using webhook to unify all our

monitoring in one place to triage issues.

* Responsible for the continuous support, safe and secure operation, support

processes and maintenance of the IT applications and automation using

Ansible.

* Work together with various Business Unit teams across Mediacorp such as

ChannelNewsAsia, Toggle (MeWatch), MeRadio(MeListen), and other news

Business Unit team to understand and translate the business, technical,

privacy and security requirements, into the design and architecture of the

appropriate solutions, and also ensuring stability, cost-efficiency and

sustainability throughout the product lifecycle.

* Collaborate with vendors and partners to explore and introduce new solutions

to transform and improve existing systems, from sourcing to proof-of-value

trials to project delivery and procurement.

* Migrate AWS existing accounts into AWS Landing Zones and AWS Control

Tower

* Ensure the migration and continuous evolution of applications for the business

units and digital transformation of Mediacorp.

* Across the applications under the control of his/her DevOps unit, ensures

adherence to proper technical design, planning, budget constraints, risk

management, change management process, support guidelines and the

respective SLAs, OLAs, policies, and standards.

* Set up web applications on Cloud Infrastructure on AWS and Heroku MOHT

and set up CI/CD pipeline Gitlab, Jenkins, Circles CI for ongoing development

projects on different platforms.

**MOH OFFICE OF HEALTHCARE TRANSFORMATION (MINISTRY OF HEALTH)**

**Senior Manager, Full-Stack Developer, DevOps & Infrastructure**

**Dec 2017 to Sept 2019**

Responsibilities: -

* Pioneer in architecting and setting up the Cloud Infrastructure on AWS for MOHT and set up CI/CD pipeline Gitlab, Jenkins, Circles CI for ongoing development projects on different platforms.
* Create mock-ups using Sketch, Principle, Kite and Invision and wireframes using Balsamiq.
* Develop MVP prototype, test, iterate and deploy to staging and production environment.
* Conduct daily stand-ups and follow through backlogs on Trello.
* Develop and maintain MOHT website using rails, and hosted it on Heroku using free Cloudflare SSL.
* Automate scripts on cloud with Terraform and automated scripts to push notifications of CI/CD from Gitlab to Slack and Trello updates to Slack to keep stakeholders updated on current progress of the project before our daily stand-ups.
* Taking responsibilities that our features and fixes would seamlessly ship between our development and production teams.

**Augmify Pte. Ltd.**

**Project Manager, Security Consultant, Application Development Team Lead**

**Jun 2012 to Dec 2017**

Responsibilities: -

* Work with Django, Nodejs, Ruby on Rails, Spring Framework / JavaScript / Haml / CSS / Git /AWS/ Heroku and write tests on a daily basis. Experience with these technologies and tools.
* Knowledge of design and prototyping tools, such as Sketch, Invision app, Adobe CC and other wireframing tools.
* Strong knowledge of web and mobile technologies and their impact on the feasibility of a design.
* Enterprise and E-Commerce and iPhone and Android mobile design experience.
* Pre-sales to sales to delivery.
* Part of the pioneering team in setting up this company, leading a team of 14.
* Tender and propose multimillion-dollar governmental projects on GeBIZ.
* Problem-solving abilities, meticulous and innovative.
* Provide excellent service orientated in creating client value with profitable business results with repeated client customers.

**Electronic Data Systems (EDS, An HP Company)**

**IT Security Consultant, Level 3 Network Engineer**

**Nov 2007 to Nov 2009**

Responsibilities: -

* Responsible for all aspects of information security of the data center infrastructure.
* Provided the project’s information security sign-off, identified new areas of improvement and cost reduction.
* Creation/review of technical information security baselines for operating systems, applications, management systems & others.
* Ensured that identified Information security risks are assessed, and developed mitigation strategies.
* Ensured that delivery teams are kept informed about issues, initiatives, changes & information security technologies.
* Ensured that services are operated in tight compliance with the Government Security standard.
* Owned and investigated security incidents reported through the Microsoft SCOM ticketing system.
* Ensured that all services and components are patched with the necessary security patches for the business to continue operating under an acceptable level of security risk.

**Sybase Inc. (An SAP Company)**

**IT Security Specialist**

**July 2007 to Oct 2007**

Responsibilities: -

* Managed Active Directory in Windows Server 2003, security devices and applications such as firewall, IPS, VPN, Authentication Servers, IAM etc.
* Set up new hire laptops, configured Lotus Notes, connected user to domain.
* Patch Management
* Supervised new hires on various IT Helpdesks.
* Setup Citrix thin client, managed VMware server.
* Oversaw Server Room and Datacenter Room and ensured servers were up and running.
* Managed Incident Management System via web and assisted end users by resolving tickets generated quickly, upon analyzing and rectifying the incidents.
* Advised corporate standards to be revised.
* Defined and improved processes to manage the security infrastructure, streamlined the operational processes and maintained documentation.
* Identify new security vulnerabilities, virus proliferation trends and performed corrective actions
* Identify, prioritized and analyzed existing potential risks, threats and vulnerabilities.
* Conducted risk assessments to discover vulnerabilities in information systems.
* Responsible for security planning and implementation.
* Liaised with vendors to source for the latest security products.

**Education**

TMC ACADEMY (University of Cambridge)

Higher Diploma in Information Technology (MAJOR IN NETWORKING)

June 2010 – Sept 2011

**Professional Certification**

*Professional Scrum Master*

AWS Certified Solutions Architect

Cisco Certified Network Administrator

Certified Wireless Security Professional

Certified Java

A+

**Technical Skills**

**Cloud Platforms:** AWS, Azure, GCP, Openstack, Heroku, Digital Ocean

**Content Delivery Network (CDN):** Akamai, Cloudflare

**Programming languages:** JavaScript, Typescript, CoffeeScript, Less, Java, Ruby, Python, Bash Shellscript, HTML5, CSS, SASS, Pug(Jade), Kotlin, handlebar, haml, ejs, jsx, mustache

**Web Backend Frameworks: Express (**NodeJS), Ruby on Rails, Django, Flask, Spring MVC, ASP.NET Core, Laravel, Phoenix

**Frontend Frameworks:** Bootstrap, Semantic UI, React-Native, React, Vue, Angular

**Mobile technologies: Flutter, React-Native, Swift, Kotlin, Dart**

**Database management:** mySQL, PostgreSQL, MongoDB, PouchDB, Sqlite3, Redis, ElasticSearch, Memcached, Oracle, Sybase

**Software Development Methods**: TDD, BDD, ATDD

**Operating system:** Windows, Linux/Unix, OSX

**Terminal/Console:** PowerShell, Terminal, Putty, Tmux

**API Testing/Debugging Tools:** Paw, Postman, Insomnia

**IDE/Text Editor:** Visual Code, Atom, Sublime Text, Vim, NeoVim

**Containerization:** Docker

**DevOps Tools:** Docker, Docker Compose, Kubernetes, Kops, Packer, Vagrant, Ansible, Puppet, CloudFormation

Monitoring Tools: New Relic, Zabbix, Prometheus, Splunk, PM2, Monit, Monitorix, Logtail, Inav, Sentry, Collectd, OSQuery

**Dependencies Monitoring and Code Quality audit:** Snyk & SonarQube

**Automation tools:** Ansible, Chef, Kubernetes, Terraform, AWS Cloud Formation

**CI/CD Tools:** Jenkins, Gitlab CI/CD, Circle CI, Travis, Bamboo, Drone, SaltStack, Capistrano

**Documentation:** AsciiDoc, Confluence

**Virtualization:** VMWare, Vagrant, VirtualBox

**UI/UX wireframe applications:** Sketch, Principle, framer, Kite, Photoshop, Illustrator, Affinity Photo, Affinity Designer, InVision, Flinto, Figma, Balsamiq

Microsoft Office: Microsoft Excel, PowerPoint, Project, Visio, Word, One Note

**ECA**

Member of devOps Agile Skill Association