

# JUN QING LIM

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## SKILLS

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**Languages** Python, Java, C/C++, JavaScript/TypeScript, Go, Bash, SQL  
**Tools** MySQL, Kafka, Linux, Docker, AWS, Git, Jira, DataDog, Confluence

## WORK EXPERIENCE

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**Foodpanda (Delivery Hero)** - Software Engineer *Oct 2021 - Aug 2022*  
*Customer Service Team* Singapore (Remote)

- Extended job scheduler service for jobs creation and deletion to resolve customer tickets automatically using **SQS** and **DynamoDB**, impacting over **1M users** and reducing overall case **resolution time** by over **30%**
- Integrated customers, riders and vendors into a single support platform using **Go**, improving agent efficiency and customer engagement by over **50%**
- Utilised **k6** to perform load testing, analysing service requests and throughput on services endpoints
- Created service monitoring with custom monitors using **Terraform** and **DataDog** to alert critical issues and high compute usages to on-call team

**Monash UReview** - Software Engineer (Part-Time) *Dec 2020 - Jun 2021*  
*Campus Student Feedback System* Kuala Lumpur, Malaysia

- Built and maintained code for student feedback system in **Django**, consisting over **7.5K visitors** and **220K views**
- Implemented API on general surveys and student reports aggregation using **REST**
- Refactored and standardised API and code practices with design patterns such as adapter and template method, improving code maintainability

**MoneyLion** - Software Engineering Intern *Dec 2020 - Feb 2021*  
*Banking Verification Team* Kuala Lumpur, Malaysia

- Engineered user account status update using **Apache Kafka** and **Java Spring Boot** to eliminate manual human resolution on ticket-based requests
- Built a user data migration tool for use by internal database using **SQL** to securely update **5M+ confidential transactions** of various financial providers
- Investigated and eliminated over **30% of production bugs** with **NewRelic** and reduced compute costs by over **15%**
- Developed scripts in **Java** for backfilling of users' accounts transactions, impacting over **1.5M users**

## PROJECTS

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**Tutor-Student Matching Application** *[github.com/itsjunqing/tutor-student-matching](https://github.com/itsjunqing/tutor-student-matching)*

- Built and designed a desktop application with **Java** that connects students to tutors with bidding of subjects
- Developed using **design patterns** (i.e., adapter, observer) to support extensibility
- Leveraged Model-View-Controller (**MVC**) **architecture** to ensure maintainability, low coupling, and separation of concerns

## EDUCATION

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**University of Waterloo** *Sep 2022 - Aug 2024 (Expected)*  
Master of Mathematics (MMath) in Computer Science

- Relevant Areas: Databases, Systems, Software Engineering

**Monash University** *Jul 2018 - Jun 2021*  
Bachelor of Computer Science GPA: 3.95/4.00, Average: 87 (High Distinction)

- Relevant Courses: Algorithms, Data Structures, OS, DB, Parallel Computing, Software Engineering