JUN QING LIM

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SKILLS

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

WORK EXPERIENCE

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 reduces 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
- Developed service monitoring with custom monitors using **Terraform** and **DataDog** to alert on-call on critical issues and high compute usages

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, consisting over **7.5K visitors** and a total of over **220K views**
- Developed API on general surveys and student reports aggregation using **Django** and **REST**
- Refactored and standardised API and code practices with design patterns, improving code maintainability

MoneyLion - Software Engineering Intern   *Dec 2020 - Feb 2021*
Banking Verification Team   Kuala Lumpur, Malaysia
- Implemented 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, impacted over **1.5M users**

PROJECTS

Tutor-Student Matching Application   *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 separate concerns of models, view and controller for better maintainability

EDUCATION

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, Weighted Average: 87 (HD)
- Relevant Courses: Algorithms, Data Structures, OS, DB, Parallel Computing, Software Engineering