Lim Jian Wei

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PROFESSIONAL EXPERIENCE

Standard Chartered Bank Singapore
Analyst, Product Management (Work Study Programme)   *May 2022 – Aug 2022*
- Responsible for managing and monitoring the alerts dashboard, ensuring timely response to critical notifications.
- Configured alert thresholds and customized the dashboard to optimize tracking and reporting for operational efficiency

Analyst, Product Management (Work Study Programme)   *May 2023 – Aug 2023*
- Participated in daily stand-up meetings to assist teammates with technical queries and provide timely support across various applications.
- Configured **Amelia AI** as an internal FAQ chatbot, streamlining access to DevFactory documentation and common queries.
- Helped improve team efficiency by centralizing frequently asked questions and reducing repeated inquiries.

Analyst, DevOps (Work Study Programme)   *Jan 2024 – Dec 2024*
- *Amelia AI Enhancement: Continued the integration and refinement of Amelia AI chatbot for DevFactory FAQs, improving self-service support and knowledge accessibility for developers.*
- *Project/Product Management: Led the migration coordination of 30+ enterprise applications to Azure DevOps, working closely with cross-functional teams to ensure timelines, dependencies, and resource planning were on track.*
- *Internal Application Development: Built an internal all-in-one customer management system using React with Lit to enable staff to efficiently search, create, edit, and delete customer records. Collaborated with backend teams and tested APIs using Postman, ensuring seamless integration and a smooth user experience across departments.*

Projects

Ecommerce Web Application   *Aug 2023 – Dec 2023*
- *Developed a web application designed to connect service providers with customers seeking professional services, including pest control services, cleaning services, caretaking, and more.*
- *Creating pages.*
- *Connecting pages to backend through API calls.*
- *Creating pipeline using Jenkins to deploy and test.*
- *Connecting web application to a working payment system.*

End-to-End Automation: Chat Log Extraction and Chatbot Development for FAQs   *Jan 2024 – Dec 2024*
- *Developed an AI-powered FAQ chatbot using a fine-tuned DeBERTa-v3-large model and GPT to automate chat log extraction, clustering, and answering internal queries.*
- *Built a GUI with Tkinter to allow admins to upload files, assign answers/summaries to clustered questions, and update the chatbot's knowledge base.*
- *Integrated email verification (Hunter.io API) and email notifications for unanswered queries to improve user trust and feedback loops.*
- *Deployed using Azure DevOps CI/CD and Vercel, following modular, scalable architecture.*
- *Applied NLP, K-Means clustering, and transformer-based embeddings for accurate question grouping and self-learning capabilities.*

EDUCATION & AWARDS

Singapore Institute of Technology
Bachelor of Engineering in Information & Communications   *Aug 2021- Dec 2024*
Technology majoring in Software Engineering Honours

Nanyang Polytechnic
Diploma in Aeronautical & Aerospace Technology (AAT)   *Apr 2018 – May 2021*

OTHER QUALIFICATIONS

- **Written and spoken language skills:** Fluent in English and Mandarin
- **Programming Skills:** C++, C Language, C#, Python, Java
- **Web Development:** React (Lit framework), HTML, CSS, JavaScript, TailwindCSS
- **Backend Development:** MongoDB, MySQL
- **Tools & Technologies:** Postman (API testing), Git/GitHub, Azure DevOps (CI/CD), Vercel (deployment)
- **AI/ML & NLP**: K-Means Clustering, Transformer-based models (DeBERTa), Sentence Embeddings
- **Software Skills:** NX Unigraphics, Microsoft Office (Word, PowerPoint, Excel, Projects), AutoCAD