

# Joshua Chan

## Software Engineer

Kuala Lumpur, Malaysia

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<https://joscmw95.github.io>

### Skills

Knowledgeable in multiple programming languages, software tools and frameworks.

- Go, TypeScript, Python, HTML5, SCSS, Java, C++, Ruby, R, PHP
- Ant Design, Bootstrap, Materialize, Angular Material, Semantic UI
- Angular, AngularJS, Ngrx, React, Redux, Firebase, Django, Flutter
- Terraform, Jenkins, Kibana, Datadog, Lightstep, Jira, Confluence

Familiar with various project workflows and software engineering practices.

- Bash, Git, AWS, Alibaba Cloud, Nginx, Apache2, Docker, Kubernetes
- Agile, Scrum, Sprint, ERD, UML

Possess strong algorithmic thinking, problem-solving and analytical skills.

- National ACM-ICPC Malaysia 2016 Champion
- Experienced in building scalable, performant and reliable systems
- Inquisitive and product focused, always try to deliver the best

### Experience

#### Grab / Software Engineer, Fullstack

March 2020 - PRESENT

Grab is Southeast Asia's leading superapp, offering a suite of services consisting of deliveries, mobility, financial services, enterprise and others. I was involved in building services that ensure the safety of users and a developer platform to allow partners to utilise Grab's platform as a service.

Key achievements and responsibilities:

- Built and deployed real time in-house face matching service with distributed systems clusters and partitioning using vector similarity search
- Engineering owner of driver fatigue management system that reduced driver online time by > 4% without impacting business metrics
- Involved in the development of web applications using ReactJS for internal and external users
- Wrote scheduling and timer logic for driver selfie after ride feature that helped identify account sharings among drivers and reduce different driver safety incidents from > 1% to 0.25%
- Helped in handover process and taking ownership Grab's developer platform by studying existing codebase, writing new features and onboarding new team members
- Design and write engineering specifications and RFCs for various tech initiatives, drive technical and non-technical discussions across teams to make best possible tech and product decisions
- Participate in 24/7 on-call rotations and act as Tech Family's SRE to maintain operational excellence by setting up dashboards and monitors in Datadog, writing infrastructure as code through Terraform and ensuring best practices in security, unit tests and code quality
- Conducted technical interviews regularly and mentored new joiners

Tools and technologies:

Go, Python, ReactJS, AWS, S3, SQS, DynamoDB, Redis, Faiss, Tensorflow, Jira, Confluence, GitLab, Terraform, Jenkins, PagerDuty, Kibana, Datadog, Lightstep

## **Hyperlab / Full Stack Engineer**

September 2018 - March 2020

Design, build and deploy conversational AI solution:

- In charge of core NLP/NLU process framework which powers the chatbot
- Developed interface for bot training, testing, and versioning with multilingual support and RBAC
- Integration with external systems such as Zendesk, Microsoft PowerBI, Workday and Oracle HRMS

Automate and improve software development processes:

- Write clear and complete documentation in Wiki
- Setup CI/CD using Azure Pipelines
- Prepare docker containers and tools to ease developer experience

Lead both cloud and on-premise deployments:

- Deploy and scale Kubernetes clusters in Alibaba Cloud
- Setup scalable infrastructure on Linux VMs such as Ubuntu and RHEL
- Experienced in setting up load balancing, reverse proxy, high availability cluster configurations
- Involved in system stress testing, process monitoring and performance optimization

Tools and technologies:

ReactJS, TypeScript, NodeJS, Go, Nginx, Redis, PostgreSQL, MariaDB, Redis, Elasticsearch, Microsoft Azure, AWS, Alibaba Cloud, Docker, Kubernetes

## **Mama Wosh / Full Stack Engineer**

June 2018 - August 2018

Worked in a small team with frequent sprint planning and meetings, followed the Scrum agile framework for software development with daily stand-ups and presentations.

Tools and technologies:

React, Redux, Redux Saga, TypeScript, Semantic UI, Django, DRF, Digital Ocean, Nginx, Apache2, Trello, Bitbucket, Slack

## **Freelance Software Engineer**

January 2017 - July 2018

Backend, web, mobile app development and software consulting:

- Tilt Report (Esports media site)
- UDrive (Ride sharing and carpooling app)
- Motomart (Ecommerce platform for automobile parts)

Tools and technologies:

Python, TypeScript, Dart, Angular, Ionic, NgRx, Flutter, Django, RabbitMQ, Celery

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## **Education**

### **Universiti Tunku Abdul Rahman / Bachelor of Computer Science**

May 2014 - May 2017

CGPA: 3.8398 (Graduated with Distinction)

- Dean's List, 3 semesters
- President's List, 4 semesters
- Member of the ACM-ICPC team, National Malaysia 2016 Champion

### **Universiti Tunku Abdul Rahman / Foundation in Science**

May 2013 - May 2014

CGPA: 3.9736