

# Kah Meng Shek

## Application Support Engineer

Strategic Application Support Engineer with 6 years troubleshooting and resolving application issues and performance deficiencies. Ready to help team achieve company goals. Skillful at supporting wide-ranging spectrum of web and mobile applications to improve customer satisfaction.



shekkahmeng1992@gmail.com

81581015

Woodlands, Singapore

## WORK EXPERIENCE

### Application Support Engineer Mercuri Pte Ltd

08/2019 - Present

Gaming company

#### Achievements/Tasks

- Run on a 24/7 shift level 2 application support on web, mobile and app system.
- Identify and analyze user and system issues then resolve within SLA.
- Take ownership of all issues raised, follow up through to closure with JIRA ticketing system.
- Document and maintain a knowledge base of known defects, issues, process workflow through Confluence.
- Conduct application testing, guide client application testing, and collect and summarize test result.
- Operate on deployment process for new releases with Jenkins besides ensure system availability.

### Build and Release Engineer ST Electronics Engineering

01/2019 - 07/2019

#### Achievements/Tasks

- Take charge of the software building, release and configuration management.
- Maintain and enhance the software nightly build program/script.
- Check and analyze the build errors and manage to resolve the build issues.
- Use Perforce for version control and configuration management, Jira for software release request and defect management.

### Devops Engineer MUV Solutions Sdn Bhd

10/2017 - 01/2019

A technology company providing online platform for trading used vehicles

#### Achievements/Tasks

- Branch and merge code in Github using SCRUM methodology.
- Setup an automated deployment using goCD, manual deployment using Visual Studio Code.
- Write Linux commands to host web apps on Firebase and web services on GCP.
- Maintain and monitor the services subscription to renew and update SSL certificates.
- Carry out inspection and plan for system improvements ongoing basis.

### Application Support Engineer TC ITech Sdn Bhd

01/2016 - 09/2017

Tan Chong Motor Holdings Berhad selling Nissan Car

#### Achievements/Tasks

- Provide instant support service by responding to customer issue compliance to SLA using Clientele software.
- Analyze and troubleshoot customer issue by replicating the case scenario.
- Remote using Teamviewer to access customer device to resolve issue.
- Execute SQL query to retrieve, and update of the database.
- Communicate with business unit regarding new Change Request, gathering requirement and prepare documentation for the new release.

## SKILLS



## PROJECTS ACHIEVEMENT

### Mercuri Pte Ltd - SGWIN Game Application

- Good in multitask to support 10+ projects such as cash, credit, API, wechat, livechat, deployment, data analysis, testing, deployment.
- Recognized as a good team player as helpful and carry out more task.
- Good Time Management to complete work within time.
- Responsible to the task given till close case.

### MUV Solutions Sdn Bhd - MUV Car Bidding Platform

- Set up an automated deployment environment.
- Hosted a webservices on virtual machine.

### TC ITech Sdn Bhd - TCMAPS & TCMAPSM

- Involved in dealing with business unit for new system features

### Virtual Logic Sdn Bhd - CPG Application

- Wrote java program for the medical specialist

## EDUCATION

Bachelor of Science (Hons) Software Engineering  
University Tunku Abdul Rahman  
(10/2012 - 10/2015)

Result CGPA 2.9

Sijil Pelajaran Malaysia SMJK Chio Min  
(2008 - 2009)

Result 10A

## LANGUAGES

