

Steven Mak

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Steven Mak helps software engineering organizations and teams delivering more effective and learning better, with experience including startups, multinational corporations, government agencies, and other product development companies.

His previous positions included software engineer, system analyst, project manager throughout his career, with industry experience including network management system, IVR systems, SMS gateway, entertainment websites, e-commerce, multimedia applications, games.

Working Experience

Software Engineering Consultant at Odd-e

Feb 2009 – Jun 2023

Coach and mentor software development teams, including hands on pair coding sessions with software engineers writing clean code, advisory on CI/CD pipeline setup, one on one mentoring with software engineering managers and directors.

- Provide Large Scale Scrum (LeSS) support for a trust company, with 4 teams (2 in Hong Kong, 1 in Kuala Lumpur, 1 in Taipei) and some remote team members. Guide test automation engineers on implementing automated tests in CI/CD pipeline. The teams managed to ship and release increment every month. (During 2022)
- Lead and develop Yoga class platform that facilitates independent teachers posting classes and help students finding good ones to attend. Frontend is built with Flutter, with Firebase and AWS backend, and admin panel using Svelte. Deployment with Github actions (During 2020 - 2021)
- Teach Java SE development classes on behalf of Oracle Hong Kong.(During 2018 – 2020)
- Lead and develop CRM system for a garment factory, developed using NodeJS with EJS, running on ExpressJS and data stored on MySQL. (ongoing since 2018)
- Coach and train a software house in Beijing improving their code quality with Test Driven Development and Refactoring on their legacy code base. Languages used included C/C++, Go, Javascript/React with Google Test, Jasmine (During 2017)
- Lead a project for a Hong Kong delivery consultancy following SAFe methodology to deliver for their customer. Tools include Node.js, React, Jasmine (During 2015 – 2016)
- Coach and train for a Singaporean / Taiwanese betting IT service provider for company agile adoption. This company received multiple awards for the employee engagement such as “Best Companies to Work for in Asia”. They remain one of the most successful agile adoption case studies in Taiwan. Tools include C#, Jenkins, xUnit.Net (During 2014 – 2015)
- Coach and train in several major telecom equipment vendors (Finland, France, China) on technical practices (C++/Java), covering sites varying from Hangzhou, ChengDu, Beijing, Shenzhen, Bangalore, helping teams from zero unit test to 70% test coverage in 6 months. Tools include CppUTest, Jenkins, CMake, Robot Framework (During 2009 – 2013)
- Deliver 100+ trainings, including Scrum Overview, Test-driven development, Acceptance test driven development, Certified Scrum Developer course, and co-train in Certified Scrum Master and Certified Scrum Product Owner class in Hong Kong, Taipei, Manila, Shanghai, Bangkok. Tools covered include JUnit, CppUTest, Nix, Cypress, Cucumber, Robot Framework, Ansible, Terraform.

System Engineering Manager at Dascom Technology Ltd.

Aug 2006 - Jan 2009

Team management, bid engagement, software project management for telecommunication carriers and ISP, introducing Agile/Scrum development practices like TDD, iterative delivery, standup meetings, review and retrospective, and other practices like version control, automated testing.

- Administrative Directory for a MVNO and a mobile operator
- Intelligent Network services for a fixed line operator
- Customisation and deployment for an email Service Platform for an ISP
- AJAX webmail interface for a mobile carrier
- SyncML data service for a mobile carrier
- E1 line quality management system for a Malaysian carrier
- Fiber monitoring system for a Malaysian carrier
- Network Monitoring system integration for a Malaysian carrier

Technology and Platforms:

Java, PHP, C#, HTML, Javascript, CSS, Linux, Solaris, Sendmail, Apache HTTP, Tomcat, JBoss, Oracle, MySQL

Project Manager, software development at Beenet Holdings

Jul 2003 - Aug 2006

Leading a team of developers for maintaining student information systems, operation support system for a wireless Internet service provider, and other ad hoc projects. The major challenge is maintaining legacy code, guidance on software engineering practices, team management, and introducing Agile/Scrum practices like standup meetings, product backlog, automated testing, and other practices like version control.

- Localization for SMS Chat System for an Indian mobile carrier
- Operation support system covers authentication, service provisioning, billing for a WiFi service provider
- SMS platform for friends matching web site
- Student Information System for higher education institution

Technology and Platform:

Java, Spring, Wicket, Perl, HTML, Javascript, CSS, Linux, Sendmail, Apache HTTP, Tomcat, Oracle, MySQL

Early Career

Senior System Analyst at e-New Media Technology Ltd.

Senior System Analyst at Mypal Integrated Software Ltd.

Software Engineer at We Software Ltd.

Technology and Platform:

Java, Visual C++, Visual Basic, ASP, PHP, HTML, Javascript, Perl, Linux, Windows, Sendmail, Apache HTTP, Tomcat, Oracle, DB2, MySQL, MS SQL server, Novell 5

Volunteering

Agile Hong Kong, 2014 – 2023

International Association of Facilitators (IAF), Hong Kong Chapter, as a member of Board of Directors from 2018 - 2022

Professional Qualifications

Certified Scrum Practitioner (Scrum Master, Product Owner), by Scrum Alliance since 2009-Jan-19
Certified Scrum Master, by Scrum Alliance since 2007-Jul-20
Certified Scrum Product Owner, by Scrum Alliance since 2013-Nov-16
Certified Scrum Developer Educator, by Scrum Alliance, since 2013-Oct-31
Certified Scrum Enterprise Coach candidate, by Scrum Alliance, part I passed on 2017-May-01
Certified Large-Scale Scrum Practitioner, by LeSS Company BV, since 2015-Jul-22
IAF Endorsed Facilitator, by International Association of Facilitators since 2022-Feb-22

Education

Master of Business Administration at Imperial College London
Bachelor of Science in Computer Science at The University of Hong Kong

More about me

Languages: English, Chinese (Cantonese, Mandarin)
Hobbies: Google Map / StreetView, Wikipedia