

# Soo Yun Kim

## Software Engineer

Software engineer with 5 years of experience in building scalable and user-centric solutions, particularly in manufacturing IT systems such as MES, CRM, and WMS. Skilled in C#, .NET, Java, MSSQL, and AWS, with a proven ability to reduce downtime, optimize system performance, and improve cross-functional workflows. Passionate about solving real-world problems through practical, collaborative, and continuously evolving development.

### WORK EXPERIENCE

#### Software Engineer

May 2024 – June 2025

LG CNS Canada, Windsor, ON

- Maintained and enhanced MES solutions built with **C# and .NET**, optimizing production workflows and increasing manufacturing throughput.
- Conducted root cause analysis by interpreting **ERDs**, querying **MSSQL databases**, and debugging **C# backend code**, frequently applying corrective actions on the production floor within **5 minutes**.
- Ensured stable system operations by analyzing enterprise architecture and integrating MES with upstream and downstream production systems via **.NET-based interfaces**.
- Provided technical support for MES-related incidents and analyzed **MSSQL** manufacturing data to identify bottlenecks, reduce downtime, and recommend process improvements for operational efficiency.
- Managed WMS operations on short notice, sustaining stable service for 2 months through rapid knowledge acquisition and proactive troubleshooting.

#### Software Engineer

September 2022 – February 2024

Navien, Seoul, South Korea

- Developed and maintained a web-based **Customer Relationship Management (CRM)** system for order and warranty management used by Navien stores, using **C#, JavaScript, HTML, CSS, VBScript, ASP .NET, JSON, MSSQL, and AWS services** such as **CloudFront, EC2, S3, and Route 53**.
- Built and operated a **Java/JSP-based delivery management system** with **Spring, JavaScript, HTML, CSS, and MSSQL**, enabling real-time tracking and management of delivery statuses. Increased user adoption from **30% to 90%** through performance tuning, UI enhancements, and user engagement strategies.
- Improved delivery system performance by creating **MSSQL stored procedures** to batch-insert SAP data into local tables, resolving significant latency issues.
- Reduced licensing costs by **20 million KRW** by identifying and removing inactive user accounts via **Oracle SQL** queries in the **groupware system**, developed using **Java, JavaScript, JSP, HTML, CSS, Oracle, and Spring**.
- Led the **integration of the CRM system with ERP** and analyzed large-scale **MSSQL** data to support data-driven decisions and improve cross-departmental efficiency.

#### Software Developer

June 2020 – September 2022

GL, Daegu, South Korea

- Developed cognitive training software using **C#, .NET, and WPF** for clinical use.
- Designed personalized cognitive assessments and supported user data management via **MariaDB**.

### CONTACT

- [kimsy9512@gmail.com](mailto:kimsy9512@gmail.com)
- +1-226-739-3666
- [www.linkedin.com/in/sooyun-kim](https://www.linkedin.com/in/sooyun-kim)
- <https://github.com/ksy1231>
- Windsor, ON

### SKILLS & TECHNOLOGIES

- Languages: C#, Java, JavaScript, JSP, HTML/CSS, VBScript, C++, Python, SQL
- Frameworks: ASP .NET, .NET, Spring, WPF, WinForms
- Data Formats: XML, JSON
- Databases: MSSQL, Oracle, MariaDB
- Cloud: AWS (CloudFront, EC2, S3, Route 53)
- Tools: Git, SVN, Jira, Visual Studio, Eclipse
- Systems: MES, CRM, S&OP, Groupware, WMS

### EDUCATION

- University of Washington Bothell - Bachelor  
Major in Computer Science & Software Engineering
- Shoreline Community College - Associate  
Major in Computer Science