

# LIANG JYE, LOH

## Analyst Developer

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<https://project-lj-resume.web.app/>



### EDUCATION

Asia Pacific University, Malaysia	<b>BSc (Hons) in Computer Science</b> CGPA: 3.05	MAY 2016 – JUL 2018
	<b>Diploma in Information &amp; Communications Technology with Specialism in Software Engineering</b> CGPA: 3.25	JAN 2014 – MAR 2016

### PROFESSIONAL EXPERIENCE

**Deloitte, Singapore – Associate (L3 Support)** **Nov 2021 – Current**  
Working with the Client (Banking Industry), install the Identity and Access Management (IAM) in the system. Before setting up the IAM, we need to understand the requirements/flow of the system. The product that we install here is ForgeRock. As a Level 3 support, I need to analyze support tickets and solve customer issues such as being unable to login to the system, token/session expired. After analyzing, I have to do a data patch in the data or recommend what the user can do to login to the system. To raise CR (Change Request), there are many procedures for raising CR, getting application owner approval, building the CICD pipeline, generating JIRA for deployment, preparing Idif files, attending CAB (Change-Advisory Board) explaining what we are going to do in the CR. Besides that, other department also will enquiry the requirement to the system.

**Assurance Technology Pte Ltd, Singapore – Developer** **Sep 2020 – October 2021**  
Working as a Developer, my responsibilities are to support and maintain the Clinic Assist by using mostly VB.NET and C#.NET programming language and the .NET framework. I need to analyst the issue raised by the client. I must make some adjustments in the code as soon as possible to ensure the system is going accordingly. Besides that, I need to make changes or enhancement list from the client, to make enhancement for the system. For a government project like: CHAS, Medisave, SASH, PHPC and etc., I need to understand the policy and develop in our system. During the pandemic (COVID-19), I was one of the team to generate the dynamic questionnaire module with the government project.

**Plexure, Singapore – Developer** **JAN – APR 2020**  
Working as a third level support, my responsibilities are to support and maintain the Customer Relationship Management (CRM) by using ASP.NET programming language and .NET framework. I need to analyst the issue raised by the client. I must make some adjustments in the code as soon as possible to ensure the system is going accordingly. Once the system is more stable, I will receive a program changes or enhancement list from the client, to make enhancement for the system.

**Avanade, Malaysia – Analyst Developer** **SEP – NOV 2019**  
Working as a third level support. My responsibilities are to support and maintenance the Distributor Management System (DMS). I need to analyst the issue raised by the client, the report does not tally, promotion or discount amount is wrong, etc. To know what cause it happens, is client mistake or the system error. I have to make some adjustment in the code as soon as possible to ensure the system is going accordingly. Once the system is more stable, I will receive a Change Request (CR) from the client, to make enhancement for the system.

**SilverLake, Malaysia – Developer** **JUL 2018 – AUG 2019**  
Working as a developer, I develop APIs by using JAVA programming language. My responsibilities are designing what kind of datatype input from the user, and what the output should be displayed, by using arrays, list, integer and etc. The APIs that I created is used to manipulate (create, read, update and delete) the data in the database (Microsoft SQL Management Server). Besides that, my responsibilities also create web pages by using HTML, CSS, JavaScript, Angular and sometimes must use the Google Chrome Debugger to design it. The web pages will use the APIs that I created earlier. At the end, I will test webpage by using Postman API to make sure everything goes well. I also need to know how to control the version in GIT, which one come first and need to be in the server because I am the key person to do all the patching to the server.

**Keysight Technologies, Malaysia – Intern** **MAR – JUN 2017**  
I am supporting and maintaining the website, and the website is used by an in-house engineer. Besides that, I also have to convert the old website (ASP) to new website (ASP.NET). I need to study the algorithm in the previous website and transform to the new platform. Besides that, I also have to manage the database, by using SQL Server Management Studio and ORACLE from 3 countries.

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## SKILLS

- Fluent Languages – English, Mandarin, Cantonese
- Microsoft Office
- ForgeRock
- Programming Language
  - ASP.NET
  - C#
  - AJAX
  - Firebase
  - API
  - JAVA
  - SQL Server Management Studio
  - HTML/CSS/JavaScript
- Teamwork/Communication
- Critical Thinking
- JIRA
- Linux
- Integrated Development Environment
  - Microsoft Visual Studio
  - Visual Studio Code
  - IntelliJ

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## PAST ACTIVITIES & POSITIONS HELD

- Google Analytics for Beginners 26<sup>th</sup> JUN 2020
- APU QR IT Seek Competition 9<sup>th</sup> AUG 2016
- Standard Chartered KL Marathon 4<sup>th</sup> OCT 2015
- Run for Solidarity 26<sup>th</sup> APR 2015
- Gi Toku Kai International Karate Seminar 24<sup>th</sup> – 25<sup>th</sup> AUG 2013
- MILO Open Karate Championship 28<sup>th</sup> – 29<sup>th</sup> APR 2012
- School Prefect & Committee Members 2009 – 2013

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## TRAINING

- IBM Bluemix Workshop 1<sup>st</sup> AUG 2016
- Python Workshop 15<sup>th</sup> APR 2014
- ForgeRock Product Knowledge 30<sup>th</sup> NOV – 7<sup>th</sup> Dec 2021

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## PROJECT

### Wunderbar Adventura

<https://project-wunderbar-adventura.web.app/>

It is a responsive website. It creates dynamic changes to the appearance of a website, depending on the screen size and orientation of the device being used to view it. and the inquiry form will send to the company google form/sheet

### Online Resume

<https://project-lj-resume.web.app/>

Self-learning Firebase host services. Besides that, retrieving data from the Firebase Database. It is a responsive website.