
Application Support Engineer

Distributed Systems Debugging | Data Flow Restoration | Customer-Centric Technical Problem Solving



ASHLEY CHEN

Welcome to my world

Try Pitch

Technical Problem Solver & Customer-Facing Engineer

Debug and stabilize complex distributed workflows

90%+ workflow automation gains across multi-step processes

Restore broke data flows across high-volume systems

MTTR reduced by 30–40% through structured incident response

Translate technical failures into clear, actionable narratives

Partner with engineering, operations, and external teams globally

Operating Philosophy

Every broken workflow has a pattern:

1. Identify it quickly
2. Communicate it clearly
3. Prevent it from happening again

Principles:

I approach systems by following the data: where it moves, where it stalls, and what pattern it reveals.

- Clarity first
- Patterns reveal root cause
- Customers need certainty, not jargon

Debugging Framework

Signal → Decode → Verify → Isolate → Validate → Communicate → Prevent

- Decode: Analyze error patterns and meaning
- Verify: System/SQL truth-checks
- Isolate: Trace logic to failure
- Validate: Reproduce issue
- Communicate: Clear next steps
- Prevent: Patch logic + create documentation
- Tools: SQL, APIs, logs, metrics, distributed workflow tracing

Case Study: Restoring EDI on Quarter Close

Situation

EDI stalled on a revenue-critical shipment (last day of quarter).

Root Cause

Missing tracking numbers → DDB wouldn't forward payload → downstream couldn't claim revenue.

Actions

- Identified missing tracking data
- Contacted freight forwarder and collected available tracking numbers
- Loaded corrected data into DDB
- Re-triggered EDI + validated downstream
- Mapped upstream/downstream dependencies and confirmed data flows restoration end-to-end

Impact

- Revenue recognized same day
- Shipment cleared
- Quarter closed cleanly
- Prevented downstream financial reporting delays across multiple systems



Process Automation & Impact

Using Python + SQL validation automation to eliminated repetitive manual workflows

	Before	After
Manual tasks	5-10 weeks	15 minutes
Throughput	Days to complete tedious tasks	90%+ increase in productivity, saving \$300K in operational overhead
Recurring defects	Daily errors	Smooth operations
Partner onboarding	Painfully slow	Ready in minutes
Launch delays	Frequent delays	On-time launches

What I Can Bring to Your Team

- Structured, calm incident leadership
- Clear customer communication
- Fast pattern recognition in distributed systems
- A bias toward automation and prevention
- Curiosity, momentum, and low ego

What I'm Excited to Bring Next

- Expanding into cloud-native systems, distributed data tooling, and developer-focused products
- Pattern recognition in complex systems
- Fast debugging, structured problem-solving, and calm communication
- Prevention-focused mindset
- Customer-centric problem solving
- Matching customer pain points with SaaS solutions
- Growing expertise in cloud-native platforms (EKS, Terraform, DevTools)

Contact

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