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**Application Support Engineer**

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



# ASHLEY CHEN

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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

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

# 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)

# What I 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

# Contact

Email:

[ashmchen@gmail.com](mailto:ashmchen@gmail.com)

LinkedIn:

[linkedin.com/in/ashmchen](https://linkedin.com/in/ashmchen)

GitHub:

[github.com/machineash](https://github.com/machineash)



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