

# MICHAEL CHEN

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## 🔧 TECHNICAL SKILLS

🎮 **Video Game Development:** C#, Unity    📦 **Frameworks:** IBM ScriptExtension    ⚙️ **Tools:** bash, Git, vim, VS Code, \*nix  
📱 **iOS Development:** Obj-C, Xcode    🗣️ **Programming Languages:** C, C++    👤 **Identity Management:** LDAP, Okta,  
🗄️ **Databases:** Cassandra, PySpark, SQL    🐢 **Java, JavaScript, PowerShell, Python**    IBM Tivoli Identity Manager

## 👛 PROFESSIONAL EXPERIENCE

### Software Engineer - IAM - Technical Core

Rosemead, CA

Tata Consultancy Services (Southern California Edison)

July 2017 - Present

- Led the development, integration, and deployment of backend Java APIs using the IBM ScriptExtension framework, strictly adhering to business logic.
- Created comprehensive documentation detailing environment setup, development steps, and implementation tasks for continuous change requests and enhancements.
- Analyzed and refactored essential user lifecycle workflow logic for a major identity system upgrade. Seamless migration paved the way for subsequent successful improvements to our identity systems.
- Innovated and established a new extendable set of internal PowerShell tools that eliminated an average of 300 hours of manual operational efforts per week. Actively maintained and pushed new features based on user stories.
- Closely mentored junior engineers to accelerate strong competency with in-house codebase modules and organization specific standard operating procedures.

### Smart System Institute (SSI) Engineering Intern

Taipei, Taiwan

Institute for Information Industry

July 2016 - Aug 2016

- Developed an iOS application in Obj-C / Xcode where users can utilize an OBD2 adapter to troubleshoot frequent car issues on a social Q/A forum.
- Collaborated directly with UI / UX teams to create dynamically self-sizing question card views for varying device specifications and content.
- Regularly conducted design meetings with vendors and presented incremental functional builds.
- Designed and implemented a multi-threaded web crawler that utilizes RESTful API services to query and consolidate car diagnostic data into JSON in the form of nested list objects.
- Integrated the procured JSON data with the iOS application to function as a fundamental car diagnostic knowledge resource.
- Contributed JSON data to a shared repository employed by universities and institutions all across Taiwan.

### Computer Science & Information Engineering Intern

Hualien County, Taiwan

National Dong Hwa University

June 2015 - Aug 2015

- Developed a tower defense game in C# / Unity with incremental wave progression using geometric models of varying arsenal mechanics and upgrades: freeze, slow, and linear vs exponential scaling damage.
- Presented the design blueprints, development obstacles, and a playable demo of the game to a panel of peers, professors, and industry professionals at the end-of-internship research conference.

## 🎓 EDUCATION

### University of California, Riverside

Riverside, CA

Bachelor of Science in Computer Engineering, GPA: 3.46

Sep 2013 - Jun 2017

## ★ AWARDS

### Southern California Edison (SCE) Service Management Office and Operations (SMOO) Award 🏆

Rosemead, CA

Tata Consultancy Services (Southern California Edison)

Dec 2020

- Recognized by the client for exceptional performance as subject matter expert (SME) for enterprise Okta.
- Completely overhauled the single sign on (SSO) application integration process, reducing average delivery time by 75%.
- Troubleshooted, resolved, and performed root cause analysis (RCA) on production authentication & provisioning failures, detailing surrounding environment configurations, business impact event (BIE) chronology, failover mechanisms, and mitigation action items.