MICHAEL CHEN

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EDUCATION

University of California, Riverside Riverside, CA
*Bachelor of Science in Computer Engineering, **GPA**: 3.46* *Sep 2013 - Jun 2017*

EXPERIENCE

Tata Consultancy Services (Southern California Edison) Rosemead, CA
Software Engineer *July 2017 - Present*

- Led daily stand up call to review the team's rolling action item list to track ongoing change requests, enhancements, and defects in order to keep SLAs in check and meet business requirements. Presented status to client service managers while facilitating a healthy client-vendor relationship.
- Analyzed legacy core system logic to refactor as a part of identity system upgrade. Performed complete system integration with custom jar builds and internal JavaScript workflows. Created complete documentation detailing environment setup, development steps, and implementation tasks.
- Identified severe limitations with existing enterprise licensed tools that were being used. Built internal tools from the ground up to replace these existing tools. Established a flexible and extendable set of core PowerShell libraries that removed 90% of the manual provisioning efforts. Actively maintained and pushed new features based on client needs.
- Served as subject matter expert (SME) for enterprise Okta. Completely overhauled the enterprise SSO application integration process over a period of 100 application integrations, reducing average delivery time by 75%. Troubleshooted and resolved authentication & provisioning failures in production. Performed root cause analysis (RCA) on production issues detailing surrounding environment configurations, business impact event (BIE) chronology, failover mechanisms, and mitigation action items to be implemented.

Institute for Information Industry Taipei, Taiwan
Summer Engineering Intern *July 2016 - Aug 2016*

- **CarQ** *(Xcode, Obj-C)*
  Developed an iOS Q/A platform where users can troubleshoot car issues in a forum environment. Created dynamically self-sizing question card views in accordance to different device specifications and content length. Bundled together as a submodule of a car diagnostic app, CarJ.
- **AutoMD Diagnose Web Crawler** *(Java)*
  Designed and implemented a multi-threaded tool that utilizes RESTful API services to crawl and consolidate car diagnostic data into JSON in the form of nested list objects. JSON procured is integrated with car diagnostic data gathered from universities and institutions all across Taiwan. Collaborative data functions as a CarQ knowledge resource.

National Dong Hwa University Hualien County, Taiwan
CSIE Intern *June 2015 - Aug 2015*

- **Geometric Tower Defense** *(Unity, C#)*
  Developed a tower defense game with incremental level progression using standard geometric models. Presented at the end-of-internship research conference to peers, professors, and industry professionals.

PROJECTS

Nocturnal *(HTML, jQuery, Node.js, Python)* *Winter 2017*
A webpage that uses heatmap overlays to illustrate the density of hospitals, providers, and census in a zipcode. Led development (team of 3) for analyzing and processing data in PySpark then storing into a Cassandra database.

Lego Elevator *(C)* *Fall 2016*
An embedded three-level elevator system that utilizes an intelligent scheduling algorithm. Controlled by a DC stepper motor in conjunction with a photoresistor to track level changes.

UCR Craigslist *(Xcode, Obj-C)* *Spring 2016*
An iOS application created as an abstract solution to Facebook's lack of support for marketplace groups. 4 tab navigation: create/browse posts, maps, messaging, and profile reviews. Integrated with biz.nf backend services.

SKILLS

Technologies: Active Directory, Cassandra, ITIM, Maven, Okta, PySpark, Unity, vim, VS Code, Xcode
Programming Languages: C, C#, C++, Java, Obj-C, PowerShell, Python
Spoken Languages: English, Mandarin Chinese