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## WORK EXPERIENCE

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**AMAZON WEB SERVICES PTE. LTD.****Mar 2022 – Present****Software Development Engineer**

- Designed, implemented and prioritised critical software features for a conversational chat widget on AWS Website launched in August 2022 in a team of 7, serving over 100,000 customers weekly across 10+ pages and growing as it expands to cover all pages
- Contributed to various high traffic, low latency core features with 99.9% availability to provide the best chatbot and live chat experience for the customers, including operational metrics and alarms to monitor system health
- Evaluated and remodelled existing APIs based on existing users' needs to emphasise on system stability and developer experience
- Architected messaging system with retry mechanism which successfully processed 99.999% of 27,000 user activity records daily without manual intervention, preventing data loss due to dependency failures in real-time live chats
- Led project to design, build and iterate fast on a website while working closely with PMs to create intuitive user experiences for the automated assignment of 5,000+ leads daily during the initial phase, setting the web application standards across 4 teams
- Collaborated and defined the team's software testing processes/error handling guidelines amongst other operational improvements to maximise developer productivity and strengthen engineering excellence through discussions and design reviews with engineers and management

**PAYPAL PTE. LTD.****Jun 2020 – Feb 2022****Software Engineer**

- Delivered scalable, production-ready features in 4 major projects on core Java Spring services under the Payments Experience team which focuses on the lifecycle of users' financial instruments, impacting over 50 million transactions a day
- Triage live bugs and delivered prompt analysis and fixes to production, resolving issues for users and merchants in real time
- Led, designed and implemented the migration of downstream services from C++ to Java components to provide the most accurate banking information for more than 250 million active users while exercising the best coding conventions
- Developed and performed regression tests for application builds in Jenkins CI/CD pipelines, increasing coverage of code paths from 85% to 90% and boosting deployment confidence during feature ramp
- Presented SPOT award for integrating an automated isolation testing framework into complex Financial Instrument services in a short timeframe which replicates live flows on N+1 build for optimum coverage of up to 98%

**PAYPAL PTE. LTD.****May 2019 – Aug 2019****Software Engineer Intern**

- Explored and packaged LSTM machine learning techniques into a standalone multi-threaded Java plugin for generic use cases across Spring services to predict cache document TTL based on user activity with 87% accuracy, optimising cache hits and size by 35% and 20% respectively
- Developed a Flask application to query and collate production data from Teradata DB on failed customer interactions, reducing time taken for bug and goal tracking by 70%
- Built an in-house implementation of ActiveMQ messaging daemon, serving as an error monitoring tool

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## EDUCATION

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**SINGAPORE MANAGEMENT UNIVERSITY****Aug 2016 – May 2020****Bachelor of Science (Information Systems), 2<sup>nd</sup> Major in Analytics (Adv. Tech. Track)**

- GPA 3.53/4.0 (Cum Laude)
- Enrolled in IMDA iPrep programme

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## TECHNICAL SKILLS

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\*In order of proficiency from Expert to Intermediate (Prior Experience)

**Programming Languages:** Java, JavaScript/TypeScript, Python, Swift, Dart

**Tools & Technologies:** AWS Services, Node.js, React, Spring, Git, Maven, Flask, iOS, Angular, Flutter

**Operating Systems:** Unix, Windows

**Databases:** MySQL, MongoDB, PostgreSQL

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## PROJECT EXPERIENCE

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**BNP PARIBAS WEALTH MANAGEMENT****May 2018 – Dec 2018****Solution for Know Your Customer (KYC) Process (Final Year Project)**

- Built a cross-functional knowledge management portal with main focus in frontend application to streamline and integrate BNP Paribas' onboarding process, shortening total duration by 80%
- Digital repository which allows stakeholders to dynamically edit the ever-changing business requirements and better manage each of their clients and serves as a knowledge bank to improve communication between the front and back office teams