NG JUN XIANG

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WORK EXPERIENCE

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

- Designed and implemented software for a conversational chat widget for AWS Website in a team of 7, serving more than 100000 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
- Architected messaging system with retry mechanism to prevent data loss due to dependency failures in real-time live chats
- Led project to design, build and integrate a website with reusable components to automate the assignment of 10000+ qualified leads daily to sales representatives 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 boost 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
- Triaged 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
- Performed regression tests for application builds in Jenkins CI/CD pipelines and monitored live traffic during ramp plan
- 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 consumers' activity and cache document TTL 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 daemon, serving as an error monitoring tool

EDUCATION

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

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

TECHNICAL SKILLS

*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

PROJECT EXPERIENCE

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