

Career Overview

Versatile technology professional with a background spanning hardware engineering, IT support, application engineering, and technical leadership. Proven success delivering effective solutions and driving continuous improvement in semiconductor, financial services, and startup environments.

Currently leading system administration, DevOps, development, and support initiatives as Tech Lead for an innovative startup. Recognized for strong technical aptitude, problem-solving skills, and ability to collaborate cross-functionally. Adept at translating complex concepts to diverse stakeholders and staying current with emerging technologies.

Experience

Technology Engineer | Algorithmx

December 2023 – Present

- System Administration
 - Spearhead tool research, deployment, usage, and scope definition to optimize IT infrastructure
 - Oversee network operations, including VPN configuration, proxy servers, and DNS management
 - Streamline access provisioning processes and manage seamless onboarding/offboarding procedures to ensure secure and efficient user management
- Software Development
 - Develop and implement robust on-premise scripts using Python to automate processes and enhance productivity
 - Utilize web scraping techniques to gather valuable data and insights for informed decision-making
 - Contribute to web development initiatives, creating intuitive and user-friendly interfaces
 - Collaborate with product managers to design and implement custom payment systems and tailor-made software solutions that align with business requirements
- Technology Lead
 - Provide mentorship and guidance to interns, fostering a culture of continuous learning and growth
 - Manage and support a dedicated Tech Engineer, ensuring alignment with software development best practices and organizational goals
 - Serve as the primary point of contact for Product Owners/Managers, facilitating clear communication and effective collaboration to deliver successful outcomes
 - Oversee user story management and assume the role of Scrum Master during stand-up meetings, promoting Agile methodologies and driving efficient project execution

Skills

- Software Development in Python, Django, Flask
- DevOps Skills (AWS, Git/Github, Ansible, Terraform, Docker)
- System Administration (Azure AD, Microsoft Office Adminn, TrueNas, Proxmox, Virtual Machines, Linux Server, Network, NGINX, Database SQL)

Application Support Engineer | Hedgeserv

April 2022 – December 2023

- Administer and maintain the on-premise Treasury Application 'Hazeltree', a specialized system designed for investment managers and hedge funds, providing comprehensive treasury, liquidity, and portfolio finance functionalities
- Leverage database and SQL expertise to conduct in-depth data analysis, troubleshoot complex issues, perform data validation, and develop automated jobs to streamline processes
- Utilize a diverse range of programming languages and technologies, including MS SQL, Python, VBA, XML, JSON, and PowerShell scripting, to develop efficient and robust solutions
- Provide expert support for Windows Server 2019 or higher, ensuring optimal system performance and reliability
- Deliver exceptional technical support to business users, collaborating with a global team across the United States, Ireland, and the Philippines to resolve application-related issues promptly and effectively
- Proactively monitor and respond to various alerts covering servers, jobs, workflows, application failures, FTP connections, and databases, ensuring system stability and minimizing downtime

Service Desk Engineer | Hedgeserv

August 2021 – April 2022

- Proactively addressed and resolved high-priority alert tickets related to service availability, application performance, disk capacity, memory/CPU utilization, cluster issues, and server/VM outages, ensuring compliance with defined SLAs
- Efficiently handled incidents reported through Production Support Chat Rooms, providing level 1 troubleshooting or routing issues to specialized support teams for prompt resolution
- Managed incident and service request tickets, including configuration changes, core service/server restarts, user account management, python service container adjustments, and user connectivity investigations
- Conducted operational tasks in production and non-production environments, analyzing application and system logs, monitoring performance dashboards, and providing recommendations for remediation and performance optimization
- Collaborated with cross-functional teams to perform preventive maintenance, repairs, and training for new and existing users on various technologies
- Provided basic troubleshooting for network and voice infrastructure, leveraging defined escalation processes for complex technical issues requiring involvement from other IT teams
- Contributed to the development of standard operating procedures (SOPs) to ensure consistency and efficiency across various service offerings

Skills

- Windows 7, 8, 10 and Windows Server 2012, 2016
- Active Directory
- Microsoft Office
- Ticketing Systems (Manage Engine SDP, Desktop Central, Applications Manager)
- Elastic (ELK stack for system monitoring)
- ITIL framework
- MS SQL, Python, VBA, XML, JSON, and PowerShell scripting

Service Desk Engineer | CGI & Wipro

November 2018 – August 2021

- Onboarding new starters and facilitating a seamless transition into the organization's IT environment
- Managing incidents and requests through the service management tool, ensuring timely resolution and effective communication with stakeholders
- Providing expert support for a diverse and constantly evolving portfolio of applications, software, and hardware
- Maintaining governance standards across all IT service management processes, guaranteeing consistency and adherence to best practices
- Configuring and troubleshooting network and firewall systems to optimize performance and security
- Liaising with management to effectively communicate and understand issues, coordinating resolution strategies, and aligning IT support with business objectives
- Proactively identifying repeat issues or service risks, implementing preventive measures, and driving continuous improvement initiatives
- Managing scheduled tasks for customers, ensuring timely execution and minimal disruption to operations
- Taking ownership of faults in a logical manner, overseeing their entire lifecycle from initial logging to successful resolution
- Logging incidents and faults, categorizing them accurately, and prioritizing based on impact and urgency

Repair Engineer | Wistron – Semiconductor

November 2018 – August 2021

As a skilled Repair Engineer at Wistron, a leading semiconductor company, I specialize in the repair and maintenance of computer motherboards across various product lines, including thin clients, desktops, servers, and mobile devices. My key responsibilities include:

- Conducting thorough diagnostic tests to identify hardware and software issues in faulty motherboards
- Performing complex repairs using advanced tools and techniques, such as micro-soldering, BGA rework, and component-level troubleshooting
- Analyzing schematics, circuit diagrams, and technical documentation to develop effective repair strategies
- Collaborating with cross-functional teams, including R&D, quality assurance, and production, to optimize repair processes and ensure high-quality outcomes
- Maintaining detailed records of repairs, including root cause analysis, repair methods, and quality control metrics
- Staying up-to-date with the latest advancements in semiconductor technology and repair techniques through continuous learning and professional development
- Providing technical guidance and mentorship to junior repair technicians, fostering a culture of knowledge sharing and continuous improvement
- Contributing to the development of repair manuals, standard operating procedures (SOPs), and training materials to enhance team efficiency and consistency
- Participating in failure analysis investigations to identify trends, recommend preventive measures, and drive product quality improvements
- Ensuring compliance with safety regulations, ESD (electrostatic discharge) protocols, and industry standards throughout the repair process

Education

Asian Institute of Computer Science

Degree in Computer Science

- Graduated: May 2014