YOON-SUK CHANG

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SOFTWARE ENGINEER

Develop High-Performance Solutions to Optimize Efficiency, Customer Experience & Business Growth

Results-driven professional with extensive experience in software development, system architecture and cloud services. Skilled at modernizing legacy systems, designing scalable APIs and leading seamless migrations. Known for effectively bridging gap between software development and infrastructure management to foster innovation, improve performance and ensure reliability in enterprise environments.

- **Software Development & Engineering**
- **System & Database Architecture**
- **API Design & Integration**
- **Scrum / Agile Methodologies**
- **Cloud & On-Premise Migrations**
- **Team Leadership**
- **Provisioning & Automation**
- **IT Service Management & Support**
- **Data Modeling**
- **Proficient in English (Business-Level) and Korean**

TECHNICAL SKILLS

- **Software Development & Architecture:** Expert in C# (.NET Core, ASP.NET, WCF, REST API & MVC); Experienced in Angular, Next.js, React & React Native; Database Design with SQL Server, Google Firebase; Version Control: GitHub & Bitbucket
- **Infrastructure & Systems Engineering:** Windows Server Administration, Active Directory (50,000+ Users), SQL Server (Clustering, Mirroring, High Availability) & PowerShell Scripting
- **Cloud & Collaboration Tools:** Microsoft Azure (Office 365, Azure AD & Migration), Microsoft Exchange Server (2003 - 2019, DAG & Clustering), Microsoft SharePoint (2003 - 2013 & Multi-Tenancy) & Hosted Messaging & Collaboration (HMC 3.5 & 4.5)

PROFESSIONAL EXPERIENCE

NTIRETY, Vancouver, BC
Software Engineer, Engineering Team   **2022 - 2025**
Developed and maintained high-performance backend and frontend solutions to streamline customer onboarding, service management and system integrations. Led database management, designed scalable APIs and collaborated with cross-functional teams to ensure smooth software development and deployment within Agile environment.

- Developed provisioning engine using C# and SQL Server, optimizing customer onboarding and reducing manual processes.
- Built customer management portal with Angular, enabling real-time server and service monitoring.
- Designed and implemented RESTful API, improving interoperability between internal and external systems.

NTIRETY, Vancouver, BC
Senior Windows System Architect, Managed and Cloud Group   **2021 - 2022**
Managed and optimized Microsoft-based enterprise IT environments, including Office 365, Azure, Exchange, Active Directory, SharePoint and SQL Server. Provided advanced troubleshooting, system administration and disaster recovery support.

- Led Office 365 and Azure AD migration, improving cloud integration and authentication.
- Administered Microsoft Exchange Messaging System, ensuring seamless email communication.
- Enhanced Active Directory and SharePoint management, enhancing security and accessibility.
- Resolved high-priority system issues through efficient ticketing and escalation procedures.
- Contributed to disaster recovery planning and testing, strengthening business continuity.

HOSTWAY CORPORATION, Vancouver, BC
Senior System Architect and Sr. Software Developer, Advanced Products Group   **2014 - 2021**

Led modernization of enterprise cloud services by upgrading legacy web services, designing provisioning APIs and optimizing Microsoft Exchange, SharePoint and Active Directory systems.

- Developed and optimized Exchange 2010 transport agent, improving sender-based routing performance for over 50K mailboxes.
- Led Exchange migration projects, including Exchange 2003 to 2007, Exchange 2007 to 2010 and Hostway-to-Intermedia mailbox migrations, ensuring seamless transitions and minimal service disruption.
- Modernized Tier 2 support applications using C#, ASP.NET Core and Angular, improving service and product management.
- Executed large-scale infrastructure migrations, relocating Exchange, SharePoint and Active Directory from Chicago to Tampa.
- Developed Exchange 2013 API using C#, REST API and WCF services, enhancing automation and efficiency.

HOSTWAY CORPORATION, Vancouver, BC
Senior System Architect and Collaboration Service Manager, Advanced Products Group   **2011 - 2014**
Managed team of system engineers to operate and maintain collaboration services, including Exchange, SharePoint and Blackberry platforms.

- Led Exchange 2010 and SharePoint 2010 shared service project, designing multi-tenant architecture with DAG geo-cluster and RBAC-based ECP customization.
- Developed provisioning APIs using C#, WCF and REST API, automating service provisioning across Exchange, SharePoint and Blackberry platforms.
- Built Tier 2 support applications with C#, ASP.NET and PowerShell, streamlining service and product management.
- Oversaw day-to-day operations and system maintenance, ensuring high availability and performance of collaboration services.
- Enhanced service provisioning efficiency through custom API integrations with billing and frontend site control applications.

HOSTWAY CORPORATION, Vancouver, BC
System Architect, Advanced Products Group   **2007 - 2010**
Designed and implemented provisioning and migration solutions for hosted collaboration services, focusing on Active Directory synchronization, Exchange migrations and data archiving.

- Developed Provisioning API using C# as web service, streamlining service automation.
- Led implementation of Hosted Active Directory Sync service, integrating customer Active Directory environments using Microsoft IIFP (Identity Integration Feature Pack).
- Designed and executed migration process and API for Exchange 2003 to Exchange 2007, ensuring seamless transition.
- Launched archiving service integrated with Global Relay Partner Service, improving compliance and data retention.

ADDITIONAL RELEVANT EXPERIENCE

MICROSOFT CORPORATION, Seoul, Korea
Solution Specialist, Unified Communication in Enterprise & Partner Group
Delivered telecommunications industry solutions.

MICROSOFT CORPORATION, Seoul, Korea
Technology Specialist, Enterprise & Partner Group

DAELIM INFORMATION & TELECOMMUNICATION CO., LTD., Seoul, Korea
Project Architecture Leader and Senior Programmer, Knowledge Management System (KMS) Solution Team
Consulted and developed solutions for customers onsite.

DAELIM INFORMATION & TELECOMMUNICATION CO., LTD., Seoul, Korea
Architect and Senior Programmer, KMS R&D Team
Led and created workflow product.

DAELIM INFORMATION & TELECOMMUNICATION CO., LTD., Seoul, Korea
Programmer, Engineering Project Team
Developed Procurement Management Control System.

EDUCATION & CERTIFICATIONS

- **Bachelor of Science (BS)**, Mathematics, Mino in: Computer Science, Han Nam University Daejeon, Korea
- Microsoft Certified: Azure Solutions Architect Expert, 2023
- AZ-305: Designing Microsoft Azure Infrastructure Solution
- AZ-303: Microsoft Azure Architect Technologies
- Microsoft Certified IT Professional (MCITP) - Windows Server, 2008
- Microsoft Certified Technology Specialist (MCTS) - Exchange Server 2010, Active Directory, Network Infrastructure
- MCP - Web and Windows Application Development (VB.NET, .NET Framework, SQL Server)
- View Full Microsoft Certifications: https://learn.microsoft.com/en-us/users/jamesyschang-9046/transcript/73j9rhw636l61jl?tab=credentials-tab&source=docs