



# # Allen Ng

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Lead Software Engineer

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*Fullstack software engineer with expertise in frontend, backend, infrastructure, CI/CD, machine learning, deep learning, and mobile development. Currently leading a team while actively exploring advancements in deep learning technologies.*

## ## Experience

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### ### MetLife

Lead Infrastructure Engineer

September 2021 – Present

MetLife is an international insurance company.

- Lead a small team focused on delivering internal automation platforms (Chef, Ansible, Terraform) to enable self-service infrastructure management.
- Onboard and mentor teams in agile methodologies, IaC best practices, and modern automation tooling.
- Architected and implemented fully automated server provisioning using Terraform, Packer, and Golang to enable rapid scaling across on-premises data centers and Azure.
- Collaborated hands-on with multiple teams to automate legacy manual processes using Chef and Ansible.
- Manage Japan's entire server infrastructure through Chef optimization, ensuring continuous compliance with security standards.

### ### Zeals

Head of microservices

January 2021 – August 2021

Zeals is industry leader of chatbot commerce in Japan

- Led a diverse team of 10 engineers (Japanese and non-Japanese speakers), bridging communication gaps and managing cross-functional collaboration.
- Designed high-level system architecture and technical roadmaps for microservices infrastructure.
- Partnered with CTO to translate business requirements into technical strategies and deliverable engineering goals.
- Hands-on development of microservices: protobuf schema design, gRPC service implementation in Golang.
- Managed infrastructure automation: Kubernetes, Pulumi, CircleCI, ArgoCD, ensuring scalable and maintainable IaaS.
- Conducted technical interviews for Golang and SRE positions, screening 50+ candidates.
- Championed test automation: unit tests, cross-service E2E tests, and headless browser testing for user behavior simulation.

Software Engineer

April 2020 – December 2020

Zeals is industry leader of chatbot commerce in Japan

- Managed daily infrastructure requirements while continuously improving CI/CD, monitoring, ML pipelines, and development workflows.
- Contributed to microservices development in Golang, independently building a complete microservice from scratch.
- Conducted technical interviews for international SRE and Golang engineer candidates.
- Joined as an initial team member for new product development.

### ### PICKUPP

Lead Software Engineer

September 2019 – March 2020

Pickupp is a cloud sourced delivery platform startup. Operating in HK, SG, MY, VN.

- Led operations product team, focusing on performance optimization, workflow improvements, and delivery matching algorithms.
- Gathered business requirements and delivered full-stack features (backend + frontend).
- Maintained and evolved the entire application stack.
- Designed and implemented data solutions using AWS (S3, Glue, Redshift, Firehose, PySpark).
- Led development of a React Native mobile application.
- Developed custom geocoding algorithms using address segmentation and tagging for complex multilingual addresses.
- Trained deep learning models for image classification tasks.

Software Engineer

March 2019 – August 2019

Junior Software Engineer

March 2018 – January 2019

### ### ABC COOKING STUDIO HONG KONG LTD.

IT System Developer

July 2017 – February 2018

ABC Cooking Studio is an international chain cooking studio brand, operating in Japan, Korea, Taiwan, China, Hong Kong, and more.

- Maintaining entire company's system, create kubernetes cluster to improve Devops
- Refactor old web applications from PHP to nodejs
- Technologies: JavaScript/Oracle DB/PHP/AWS/Node.js/Typescript
- Frameworks: JQuery/Nativescript/React.js/Vue.js/AdonisJS/Laravel/CodeIgniter

### ### PESELY PACKING LTD.

Part-time Web Developer

December 2014 – August 2015

Pesely is a traditional packing materials company transitioning to e-commerce.

- Deployed Magento e-commerce platform.
- Developed internal backend system with Magento integration for product management.
- Provided strategic guidance for online business expansion.

## ## Skills

### Frontend Development

HTML CSS Javascript React

Vue React Native

### Backend Development

Node.js goLang PHP Python

ORM

### Infrastructure

AWS GCP Firebase Kubernetes

Relational / Documents DB Redis

MQ Distributed DB Chef

Terraform Pulumi Ansible

Datadog Splunk

### CI/CD

CircleCI Jenkins

Bitbucket pipeline Github Actions

ArgoCD Azure Pipelines

### AI

Pytorch fastai tensorflow LLM

Prompt Engineering

## ## Education

### Computing (Enterprise Information System)

THE HONG KONG POLYTECHNIC UNIVERSITY

2013 – 2017

## ## Languages

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**Cantonese** – Native speaker

**English** – Fluent

**Mandarin** – Fluent

**Japanese** – Fluent