



Allen Ng

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

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 Flutter

Backend Development

Node.js goLang PHP Python
ORM gRPC Protobuf

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 tensorflow LLM
Prompt Engineering Agno

Education

Computing (Enterprise Information System)

THE HONG KONG POLYTECHNIC UNIVERSITY
2013 – 2017

Languages

Cantonese – Native speaker

English – Fluent

Mandarin – Fluent

Japanese – Fluent