

WORK AUTHORIZATION

Singapore Citizen. Eligible for the [H1B1-Singapore Visa](#), which has a separate quota from the limited H1-B pool

EXPERIENCES

- Visa Inc.** Jan 2022 – Present
Systems Analyst
- Provide IT development and operational support to ensure high availability and reliability of critical platform services such as VisaNet, Visa DPS and its core services with an SLA of up to 99.99% availability.
 - Conduct proactive analysis of the Visa's complex batch schedules to detect and fix potential problems to provide clients and merchants with minimal downtime and a seamless payment experience.
 - Documenting all issues following standard ITIL Incident and Problem management processes in ServiceNow, internal Wiki Page and other documentation tools to reduce error researching time by at least 50%.
 - Leveraged knowledge: ESP dSeries, NetCool, Control-M, ServiceNow, Python, Bash, Javascript, Linux, Unix, MVS z/OS
- Avanade Inc.** Mar 2021 – Jan 2022
Application Developer
- Won a multimillion-dollar project by creating a Dynamic 365 CRM solution with Amazon Connect integration using C# .NET Core framework, Microsoft Power Platform and REST API Web services to bid on projects.
 - Worked with a government agency to develop microservices with Apache Kafka using C# .NET core MVC framework to integrate with Dynamic 365 to reduce the time taken to resolve any complain case by at least 50% and ensure smooth integration with the other domains.
 - Leveraged knowledge: C#, .NET Core Framework, Microsoft Azure, Dynamic 365, Amazon Connect, Microservices, Apache Kafka, Microsoft SQL Server, Docker
- Ernst & Young LLP** Jan 2020 – Dec 2020
Technology Consulting Intern
- Design and developed multiple APIs with C# and .NET framework and API Swagger documentation to achieve project goals successfully for a multi-million dollar enterprise software.
 - Worked with more than 5 vendors to fulfil client's requirements.
 - Managed more than 200 over APIs using API management tools like TYK Dashboard to ensure gateway security.
 - Provide support to clients on integration process and API related issues.
 - Worked on Python script and AWS Lambda function to automate API health check to eliminate manual testing.
 - Leveraged knowledge: C#, .NET Framework, Python, AWS Lambda, Swagger, TYK Dashboard
- Pilgrim Partners Asia** May 2018 – Aug 2018
Web Developer Intern
- Developed Customer Relationship Management (CRM) web application using Python, PHP, HTML and JavaScript with MVC Framework to enable customers to access information on the funds they have invested.
 - Develop python scripts to retrieve real time stock information from Bloomberg terminal to enhance staff's calculation of funds to managed customers' investments.
 - Created documentations for the CRM web application and intranet portal to enhance the understanding of the program modules.
 - Leveraged knowledge: Python, PHP, HTML and JavaScript with MVC Framework
- PSA International Pte Ltd** Mar 2014 – May 2014
Web Developer Intern
- Developed test cases and test scripts to perform software testing on PORTNET EDI®, documented the results and identified errors during the testing process to ensure smooth deployment of the system.
 - Created training resources on the usage of PORTNET® to assist in the training of company's staff so that they are able to successfully adopt the new system.
 - Leveraged knowledge: Software Testing, Design Test cases, Java

EDUCATION

- Singapore Institute of Technology, Singapore** Sep 2017 – Jan 2021
- Bachelor of Engineering(Hons), Information and Communication Technology (Software Engineering)*
 - Coursework includes: Software Engineering, Web Application Development, Database Design, Project Management, Object Oriented Programming, Software Design Patterns
- Nanyang Polytechnic, Singapore** Apr 2012– May 2015
- Diploma in Information Technology*
 - Specialised in Information Security

TECHNICAL SKILLS

- Programming and Frameworks**: Python, Java , C#, .NET, .NET Core, React.js, JavaScript, Bootstrap, Bash, Shell, Object Oriented Programming, MVC Framework, GitHub, PHP, Software Testing, Microservices
- Database**: MYSQL, Microsoft SQL server, MongoDB
- Operating System**: Linux, Windows, Mac, Unix, MVS z/OS,
- Software**: Visual Paradigm, OutSystems, ESP dSeries, NetCool, Control-M, ServiceNow
- Tools**: TYK Dashboard, Microsoft Azure, Docker, AWS

PROFESSIONAL CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-901)
- Microsoft Dynamics 365 Fundamentals (MB-901)
- Professional Scrum Master I (PSM 1)
- Google IT Automation with Python