



# Alan Chu, 29

## Technical Solutions/Support Engineer

Summary: An enthusiastic professional with close to 4 years working experience as a Technical Solutions/Support Engineer and Tech Consultant. Recently Certified in GCP, AWS and Azure. Experienced with roles such as Site Reliability Engineer (SRE), Software Developer, Cloud Developer, DevOps and Tech PMO.

Skills: Kibana, Confluence, JIRA, Grafana, Blockchain, Web3, AWS, Kubernetes, OpenShift, Docker, Jenkins, GitLab, GitHub, BitBucket, Jenkins, Linux, Python, Java, Angular, React, Spring, SQL, HTML/CSS, Teams, WebEx, Microsoft Office

## Experience

### Binance, Singapore

Feb 2022 - Present

#### Technical Solutions/Support Engineer

- Handled ~400 tickets monthly - Top 5 performer in Retail Support (out of 40 people)
- Reduced response time to an average of around 10mins which is below the SLA of 30 minutes
- Coordinated with Level 1 technical support specialists (Customer Service) with detailed guidelines and SOP by translating technical terms into non-technical solutions
- Escalated support desk tickets to Level 3 (Dev team) in crucial circumstances and propose suggestions to product team for future improvementst
- Troubleshoot various product issues involving BIDS, Accounts, KYC, Message, .Com, APP, Fiat, Futures, NFT, Binance Earn, Binance Card, Binance Pay and Fan Tokens
- Coordinated and managed different vendors such as Twilio, AWS SNS, CM, Microsoft, Tencent, Solarisbank, IDnow

### Accenture, Singapore - LTA/GIC

May 2021 - Feb 2022

#### Cloud Transformation & Migration Senior Analyst

- Managed entire AWS cloud infrastructure and was involved in developing a 6 months Vehicle License Registration System (VLRs) PoC to assist Client to migrate to AWS Cloud using the following Tech Stack involving:
  - Application: Angular, Nginx, OpenLiberty, Springboot
  - DevSecOps: GitLab, Jenkins, Jira, SonarQube, Quay
  - Infrastructure: OpenShift, AWS
  - AWS: API Gateway, Lambda, DynamoDB, RDS, S3, CloudFront, R53, ACM, KMS
- Experienced in AWS services such as S3, EC2, Lambda, Secrets Manager, Cloudformation, Cloudwatch, DynamoDB, ACM and RDS as well as integration with 3rd party applications such as GitLab, Jenkins, SpringBoot and Angular
- Setup and integrated AI/ML services such as Textract and Rekognition APIs with SpringBoot to provide confidence score by validating PDF generated text and image recognition
- Proficient in linux, powershell and python scripting
- Migration of application angular code to be hosted on a website with a domain name using S3 buckets, R53, ACM and CloudFront
- Improved developer experience by building automated bitbucket CI/CD pipelines with Jenkins, GitLab and JIRA
- Involved in securing the applications by providing least privileges and roles to users on the cloud using IAM

### FDM Group, Singapore - BNP Paribas/DBS

May 2019 - May 2021

#### IT Consultant / Java Development Training Programme

- Joined the Java Development Training Programme which included training in professional soft skills, SQL, UNIX, Java, Spring and training in React, Flask, Heroku, data science Python (NumPy, Pandas, Matplotlib), Machine Learning (Scikit-Learn, SKlearn, TensorFlow and Keras)
- Consulted BNP Paribas as a Java Developer from Aug 2019 to Dec 2019
  - Maintained code repository and involved in testing of SIT, UAT and PROD deployments including calibration of latest code deployments
- Consulted DBS from Jun 2020 to May 2021 as an Application Support Analyst
  - Collaborated with the SA team in OS and database patching, database upgrade and migration
  - Collaborated with the Development team in code changes to their applications
  - Implemented automation shell scripts with Linux and Python to reduce manual workload
  - Developed a Selenium Python Script to automate website to reduce 2 hours of toils weekly
  - Onboarded monitoring metrics and logs in Linux/Windows servers to Grafana by Prometheus providing a visualization dashboard view for system performance
  - Onboarded applications to an inhouse Application to make external API call with an approval workflow

## Personal projects

- Personal Website 2023 (WIP):**  
<https://weeshengchu.com/>
- AWS Project:**  
<http://chuconsultancy.s3-website-ap-southeast-1.amazonaws.com/>
- BSC Scam Token Coin:**  
<https://bscscan.com/token/0x8c800073936b284cafe5cf6ef498065b9c860355?aq=0x6ac1cc791ddb3761d32a1e3f5e5fb6f86a8122>
- React Portfolio 2021:**  
<https://weeshengchu.github.io/react-portfolio/>

## Certificates

- Microsoft Certified: Azure Fundamentals, Microsoft Sep 2021 – Sep 2023
- Google Cloud Certified – Associate Cloud Engineer, Google Cloud Platform (GCP) Dec 2020 – Dec 2022
- AWS Certified Solution Architect – Associate, Amazon Web Services (AWS) Jul 2020 – Jul 2023
- AWS Certified Developer – Associate, Amazon Web Services (AWS) Jul 2020 – Jul 2023
- AWS Certified Cloud Practitioner, Amazon Web Services (AWS) Jun 2020 – Jun 2023
- Pega Certified System Architect, Pegasystem May 2020 – Present
- Professional Scrum Master I (PSM I), Scrum.org April 2020 – Present

## Contact

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- GitHub** <https://github.com/weeshengchu>
- Stack-overflow** <https://stackoverflow.com/users/11546056/alan-chu>

## Education

### Engineering (Mechanical), BSc Hons

Nanyang Technological University (NTU), Singapore  
Aug 2015 - May 2019

## Language

English  
Chinese