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Lee Chong Kai
Systems Analyst

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SUMMARY

I am a **Technology Enthusiast** with more than **3 years of experiences** in both **Systems/Business Analyst** and **Application Development**. Multiple MNCs, SMEs and Government Agencies have recognized my efforts for the work I have done.

EXPERIENCES

Visa Inc.   Jan 2022 – Feb 2024
Systems Analyst
- Worked with stakeholders to design solutions that improve the current IT business process and create a seamless payment environment for our clients.
- Developed new features and bug fixes for Visa CCRT Web application using C#, JavaScript with ASP.NET Core MVC to improve user experiences and functionalities in certifying payments terminal vendors.
- Reduced engineering on-call requirements by 2-man hours per week by developing scripts to monitor complex batch jobs which triages issues and only alerts on high priority issues using Python scripts.
- Ensure 99.99% SLA of critical platform services such as VisaNet, Visa DPS and its core services by providing IT development and operational support.
- Leveraged knowledge: C#, .NET Core Framework, JavaScript, Python, Microsoft Azure, Jira, ESP dSeries Workload Automation, IBM NetCool, BMC Control-M, ServiceNow, 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.
- Reduced the time taken to resolve any complain case by at least 50% and ensure smooth integration with the other domains by develop microservices with Apache Kafka using C# .NET core MVC framework with Dynamic 365 integration.
- Ensure 99.99% availability for UAT and production by providing development and operational support during client handover.
- 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
- Designed and developed multiple APIs with C# and .NET framework and API Swagger documentation to achieve project goals successfully for a 20-million-dollar enterprise software.
- Worked with more than 5 vendors to fulfil client's requirements.
- Ensured gateway security for more than 200 over APIs by building configurations with API management tools like TYK Dashboard.
- Provided support to clients on integration process and API related issues.
- Eliminated manual testing of API health checks by developing Python scripts with AWS Lambda.
- Leveraged knowledge: C#, .NET Framework, Python, AWS Lambda, Swagger, TYK Dashboard

Pilgrim Partners Asia   May 2018 – Aug 2018
Web Developer Intern

- Enabled investors to access information on the funds they have invested by developing a Customer Relationship Management (CRM) web application using Python, PHP, HTML and JavaScript with MVC Framework.
- Enhanced accuracy of the individual client's investments portfolio by developing backend Python scripts to retrieve real time stock information from Bloomberg terminal.
- 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
Software Quality Assurance Engineer Intern

- Developed test cases and Java test scripts to perform software testing on the internal Container Scheduling System, documented the results and identified errors during the testing process to ensure smooth deployment of the system.
- Created training resources to assist the stakeholders to transition to the newly implemented Container Scheduling System.
- Leveraged knowledge: Java, Software Testing, Design Test Cases

EDUCATION

Singapore Institute of Technology, Singapore   Sep 2017 – Feb 2021
- *Bachelor of Engineering(Hons), Information and Communication Technology (Software Engineering)*
- Coursework includes: Programming Fundamentals, 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, Software and Frameworks**: Python, Java, C#, .NET Core, React.js, JavaScript, Node.js, Bash, Object Oriented Programming, MVC Framework, GitHub, PHP, Software Testing, Microservices, Visual Paradigm, OutSystems, ESP dSeries, NetCool, Control-M, ServiceNow, Jira
- **Database and tools**: MySQL, Microsoft SQL server, TYK Dashboard, Microsoft Azure, Docker, AWS
- **Operating System**: Linux, Windows, Mac, Unix, MVS z/OS

PROFESSIONAL CERTIFICATIONS

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