RYAN CHONG

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WORK EXPERIENCE

2022 JAN – PRESENT
PRINCIPAL SOFTWARE ENGINEER, DELL EMC

- Built and maintained client-facing cybersecurity products in CloudIQ ecosystem.
- Collaborate with cross-functional teams, including Product, Regulatory, and other defined stakeholders to ensure project delivery and success
- Holds the dual responsibility as scrum master and team lead.
- Lead the scrum ceremonies like daily standup, sprint planning, retrospective and backlog grooming.
- Mentored junior developers by participating in code reviews and doing regular 1:1s.

2021 JUL – 2022 JAN
ENGINEERING MANAGER, JANIO ASIA

- Own frontend architecture and customer facing problems.
- Own API integration with marketplace platforms including Shopify, Shopee and Lazada.
- Launched and developed chatbot for CX team. Developed the chatbot using Cognigy.AI and Sunshine Conversation.

2018 – 2021 JUL
ENGINEERING MANAGER, TEAM SPIRIT SINGAPORE PTE LTD

- Lead and supervise internal projects.
- Created new metrics and internal OKR to monitor and improve team performance and quality of deliverables.
- Coached team on AGILE Scrum practices
- Managed front end architecture.

2016 – 2018
SENIOR FRONT END WEB DEVELOPER, AVIVA

- Built and maintain public facing websites like www.aviva.com.sg for multiple countries including UK, Singapore and Poland.
- Utilizes HTML5, CSS, and JS to code modular components for Adobe Experience Manager, a CMS by Adobe
- Mentor junior developers on code quality and best practices
- Work closely with global team consisting of teams in UK, India and Poland

2016
FRONT END WEB DEVELOPER, VOLCANIC ASIA

- Built and managed the accounts of a few reputable recruitment brands from Singapore, UK, Australia and Hong Kong which includes but not limited to Elliott Scott, Savvy Creative and Vision Consulting.

- Designed wireframe and mockups using Photoshop and make them into responsive, cross-browser compatible websites using HTML5, CSS and JavaScript.

2015

MOBILE APP DEVELOPER, HILTI MALAYSIA

- Developed interactive, external (customer facing) mobile apps.
- Worked closely with product owners to manage the business and technical requirements.

EDUCATION

2011- 2015

BACHELOR OF INFORMATION TECHNOLOGY, UNIVERSITY MALAYA

- First Class Honors, CGPA: 3.71
- 2 Times Dean's List Award

CERTIFICATIONS & ACHIEVEMENTS

1. Certified Scrum Master
2. Certified Salesforce Administrator
3. Certified Salesforce JavaScript Developer I
4. Certified CompTIA Security+
5. Recipient of TF Learn @NUS scholarship (2014)
6. Special Jury Prize in ACM-ICPC Malaysia al-Khawarizmi, National Programming Contest (2012)

SKILLS

- **Language:** Fluent in English, Mandarin and Bahasa Malaysia.
- **Management:** Scrum/AGILE, OKR, PRD, Product Management, Project Management.
- **Programming:** Experienced in Google Analytics, Adobe Photoshop, Ruby on Rails, JavaScript, React, jQuery, Angular 13, HTML, CSS, SASS, Scrum Agile Methodology, Test-Driven Development (TDD), WordPress, AEM, CMS, Git, Jasmine, Mocha, Babel, ES6.