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# Chai Chong Hong

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Kuantan,

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## ABOUT ME

I have years of experience in quality assurance, automation, software engineering, system administration, cloud computing, virtualisation and continuous integration/continuous delivery. I have a great love to see things done well, and in an efficient way. I am currently seeking a company with an awesome culture and opportunity to grow, both as a team player and as a person.

## SKILLS

### Cloud Technologies & Virtualisation

- Amazon Web Services to run production web applications.
- Alibaba Cloud.
- Virtualization software such as VMware ESXi.
- Deploy applications on Bitnami and Docker.
- Kubernetes deployment on Alibaba Cloud.

### Continuous Integration/Continuous Delivery

- Involved in setting up the TeamCity infrastructure to run internal CI/CD environment that to build releases for Web, Android and iOS environment.
- Involved in setting up a project in Selenium and Jenkins.
- Managing CI/CD to release UAT and production builds.
- Gitlab CI.

### Operation

- Linux environments including Ubuntu, CentOS, Debian and SUSE Linux.
- Microsoft Server 2008 R2 environment.
- Monitoring tools such as log aggregation and time-series monitoring.

### Quality Assurance

- Managed the instances of HP Quality Centre/Application Lifecycle Management.
- Provide testing tools support.

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- Automation testing with HP Quicktest/BPT.
  - Automation testing with Selenium.
  - Load testing using JMeter.

## Software Engineering

- Develop mobile application using IBM Worklight/MobileFirst.
- Develop web applications using Ruby on Rails.
- Some experiences in Python and front-end technologies.
- Database experiences included MySQL, PostgreSQL, Microsoft SQL Server, Redis and Oracle database 11g.

## Miscellaneous

- Mobile Device Management (MDM) using IBM MaaS360.
- Wordpress, Node.JS and Django websites.
- Web hosting on Linode, Digital Ocean and other service providers.
- Computer hardware troubleshooting skills e.g. PC/Mac.

## EXPERIENCE

### Acuity Tech, Petaling Jaya - *DevOps Engineer*

2019 - Present

- Support deployment on Kubernetes.
- Support continuous integration and continuous deployment.

### E2open, Kuala Lumpur - *Global Support Engineer*

2018

- Handle support ticketing system and Salesforce.
- Troubleshoot production system with log aggregation tool.
- Support supply chain SaaS.

### Treasure Frontier System, Petaling Jaya - *Programmer, Network & System Admin*

2014 - 2018

- Develop mobile application based on IBM Worklight/MobileFirst framework.
- Setup and maintain continuous integration and delivery servers.
- Manage and support VMware servers in Linux and Windows.
- Provide support to network related issues and system administration tasks.
- Support mobile device management software. (IBM MaaS360)

### Loanstreet, Kuala Lumpur - *Programmer (Ruby on Rails)*

2013 - 2014

- Develop web application based on Ruby on Rails web framework.

### Northgate Arinso, Kuala Lumpur - *Test Associate*

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2011 - 2013

- Perform automation testing and load testing.
- Provide day-to-day support for quality assurance tools. (HP Quality Centre/Application Lifecycle Management)
- Provide additional support on server upgrade and framework for regression testing.

## EDUCATION

**Universiti Tunku Abdul Rahman, Malaysia** - *Bachelor of Information Technology (Hons) Communications and Networking*

2007 - 2010

Grade: 3.375

**SMK Tanah Putih, Kuantan** - *Sijil Pelajaran Malaysia (SPM)*

2000 - 2004

Grade: 12A

## AWARDS

1. Dean's List, May 2007 Trimester
2. President's List, January 2008 Trimester
3. President's List, May 2008 Trimester

## ACADEMIC TRAINING

1. CISCO Exploration programs - completed in 2009
2. K-Workers Development Initiatives – conducted by MDEC, in 2010
3. Complete "Linux course: Become a Linux professional" on April 17, 2017 as taught by Muhammed Torkey, Mohamed Yehia Zakareya on Udemy
4. Complete "The Complete React Native and Redux Course" on July 2, 2017 as taught by Stephen Grider on Udemy
5. Completed "Secret Sauce of Great Writing" on September 19, 2018 as taught by Shani Raja on Udemy
6. Completed "An Entire MBA in 1 Course" on October 11, 2018 as taught by Chris Haroun on Udemy
7. Completed "The Complete App Design Course - UX, UI and Design Thinking" on December 7, 2018 as taught by App Brewery Co. on Udemy
8. Accelerate software development & delivery by integrating DevOps with the cloud - conducted by Alibaba Cloud, on March 7, 2019

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9. Completed “30 Days of Python - Unlock your Python Potential” on March 23, 2019 as taught by Justin Mitchel on Udemy
  10. Completed “Real-World Projects with Flutter” on March 28, 2019 as taught by Packt Publishing on Udemy

## LANGUAGES

1. English
2. Chinese (Mandarin)
3. Malay