

## Professional Summary

---

- Technical lead on web platform with over 13 years of experience designing, maintaining, and supporting global web solutions, from on-premise web/application platforms to serverless cloud architectures.
- Experienced in managing a small team as lead and technical product owner in a Scrum Agile environment.
- Proficient in various IT disciplines including cloud computing, infrastructure services, Linux and networking with special experience bridging teams and providing process during times of ambiguity.
- Strong advocate of SRE and operational improvements through scripting and automation.
- Certified in AWS Cloud, Red Hat Linux and ITIL.

## Skills

---

- AWS
- Akamai
- Apache
- Linux
- Shell scripting
- Terraform
- DevOps
- Monitoring
- Agile/Scrum
- Jenkins

## Professional Experience

---

### ResMed Malaysia

Technical Lead, Web Platform Services

Dec 2018 – Current

Senior Web & Application Support Engineer

Dec 2016 – Dec 2018

Linux/Web Infrastructure Administrator

Mar 2014 – Dec 2016

- Technical lead & product owner, spearheading on the team's technical direction, projects, and initiatives.
- Expertise in web engineering, AWS solutions and DevOps.
- Successfully migrated global ResMed.com sites from on-prem CMS to cloud; saving \$200K/year in hosting and licensing fees.
- Akamai CDN SME – improved site performance and delivery experience by offloading >75% traffic through caching, adaptive compression, redirections for SEO, DNS, SSL certificates.
- AWS Terraform Landing Zone – Deployed various serverless and EC2 hosted application utilizing services such as Lambda, API Gateway, S3, ELB.
- Experienced in shell scripting. Automated monitoring & health check, batch jobs, operational tasks.

### Sherwin-Williams Malaysia

Senior Web Engineer

Jun 2013 – Feb 2014

Web Engineer

Apr 2012 – Jun 2013

- Support global web sites and domains owned by Sherwin-Williams and its subsidiaries hosted on Oracle iPlanet web servers and Oracle Weblogic.
- Provide level 3 support for web platform as part of global web engineering team for major incidents.
- Performed security hardening and remediations for all global sites.
- Performed site migrations and deployments through HP PPM.

## **Affiliated Computer Services (ACS)**

Web Administrator Senior Specialist  
Systems Development Associate

Jun 2011 – Apr 2012  
Feb 2008 – Jun 2011

- Manage and support web/application servers and middleware for clients, providing level 3 support of reverse proxy and application deployments
- Installation and setup of web and application servers (Apache, Oracle iPlanet, Glassfish)
- SSL certificate provisioning and set up
- Experienced in disaster recovery exercise for various clients.
- Performance tuning and monitoring of web/app instances
- Shell scripting, server automation for restart, log compression, alerts

## **Certifications | Trainings**

---

- AWS Certified Cloud Practitioner
- Red Hat Linux Certified Systems Administrator – RHEL 7
- Akamai Web Performance Certified Administrator
- ITIL v3 Foundation in IT Services Management

## **Education**

---

### ***Northumbria University***

BSc. (Hons) in Computing Studies

Feb 2006 – Oct 2007

### ***KDU College***

Diploma in Computing Studies  
Distinction, Book Prize Award

Jan 2004 – Jan 2006