

Heng Wang

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SUMMARY

Early career IT Engineer with experience in project management, full-stack development, production-support monitoring & operational DevOps analysis, and training. A logical and problem-solving-driven person. Wrote the first line of code at four years old. Seeking to continue the dream of contributing to the reasonable digital world. Excellent hands-on skills in monitoring, app operational support, backend, frontend, and full-stack development.

SKILLS

Languages: Python, Java, SQL, HTML, CSS, JavaScript, Git, Matlab, Unity C#

Frameworks and DBs: Node.js, Express.js, Sequelize, Socket.io, Flask, WTFORMS, SQLAlchemy, SQLite, PostgreSQL, React, Redux, Redux-thunk

DevOps Tools: Jenkins, Docker, Splunk, IntelliJ IDEA, VSCode

Cloud Technologies: AWS, Heroku, Azure, Render

Operating Systems: Windows, Linux

Administrative Tools: GSuite/Google Workspace, Powershell, Microsoft 365

Other: Trilingual (English, Chinese and Japanese)

EXPERIENCE

TD Bank | IT Support Analyst (Contractor under Strategio) | March 2023 - PRESENT

Working in the L2 support group in TD, which supports critical customer-facing applications. Day-to-day job includes issue identification, investigation, analysis, resolving with in-group and inter-group resources, monitoring, engaging branches for ongoing incidents, and building tools like dashboards or queries for improving daily work efficiency. Mostly working on the monitoring and operation phases.

- Using Splunk and Datadog queries and dashboards to investigate app logs to identify issues and assess impact, including building new dashboards or creating new queries for faster identification.
- Engaging and coordinating with multiple teams to mitigate production incidents, for maintaining customer experiences with the highest efficiency.
- Creating problem tickets for corresponding teams when finding risks that could impact the user experience to enhance the MTTA and MTTR.
- Mentoring team members with previous development and product management experiences to help them understand the applications that the team is supporting.
- Identified by team members for outstanding contributions and dedication to the team; recognized by peers and managers as a hard worker and an exceptional part of the team.
- Received appreciation from other teams by finding a method that could resolve an issue hours earlier than EOD and avoided a big team working overtime.
- Segment leader for one of a data processing application in the team.
- Established good relations or cooperation with the multiple support teams of different applications, and earned thanks for my outstanding support.
- Get a special highlight as an example of the “Be Better” value in Strategio, with continuous learning and great responsibility for working.

Strategio | Technologist | January 2023 - Mar 2023

A full-time 8-week Simulator program led by industry experts. Training is conducted in a highly collaborative environment with daily standups, weekly assessments, individual and group exercises. The Strategio Simulator is designed to produce cross-functional and tech-agnostic early career Technologists ready for Software Engineering, Cloud & DevOps, SDET, SRE, and BSA roles.

- Tools and Technologies Learned: Java, JUnit, Python, AWS, Linux, Git, GitLab, SQL, Kubernetes, Jenkins.
- Concepts Learned: DevOps, Agile, Scrum, CI/CD, Continuous Testing, Site Reliability, Memory Management, Abstraction, Inheritance, Concurrency, Logging, Test Driven Development, Behavioral Driven Development.
- Worked with AWS console as well as AWS CLI on various projects.
- Created CI/CD pipeline using Jenkins.
- Used Version Control tools such as GitHub and GitLab.

Beidou Satellite Information Service Co., Ltd (Closed) | Project Manager and Manager of Technical Service & Coordination Department | Apr 2014 - May 2015

- Improved company workflow with engineer management logic (requirement analysis, UML models, DRY, SRP) and knowledge from system management, ensuring clear cooperation and responsibility relations.
- Researched and taught the team the technical concept overview of our cooperators' companies, ensuring members had enough knowledge about cooperators and their business field before further negotiation.
- Regulated a 15M\$ project with head companies in the industry with my active listening, communication skills, and multi-task management to ensure that all the paperwork was finished and submitted on time in a short interval.

EDUCATION

App Academy | Bootcamp Diploma

Major: Full-Stack Development

Technical University of Denmark | Master of Science in Engineering

Major: Computer Science and Engineering

Kyoto Computer Gakuin | Diploma of Exchange Student

Major: Information Technology

Tianjin University of Science & Technology | Bachelor of Science

Major: Computer Science

PROJECTS

Catbnb | [Website](#) | June 2022 - September 2022

- Introduced Express.js middleware groups to make reusable, modularized, and easy-to-combine middleware functions for validation, authentication, and authorization to improve the DRY/SRP of the code.
- Established unique Redux state key-value pairs for faster user authority check, which promised only specific users under the right conditions to access sensitive and private functions.
- Achieved the AWS S3 image uploading with the pictures from the local machine, which ensured the images were loaded at a stable time and ensured the images would be present rather than using outlink image URLs.

swEtsy | [Website](#) | July 2022

- Developed a robust functional search feature with Flask query filters, different React event handlers, and Regex, to eliminate invalid inputs from both the search bar and the browser URL bar as expected.
- Introduced requirement-analyzing to quickly implement backend RESTful API routes with my seamless ability to extend based on frontend requirements to maintain scalability.
- Collaborated with a team of 4 software engineers to orchestrate complex debugging, including fast bug isolation, solution searching, and technical communication using Scrum Methodologies to increase development efficiency.

Doorskid | [Website](#) | August 2022

- Utilized Socket.io on both the server and client-side with the built-in chat-room function and “emitting” to specific users for the live message CRUD after efficiently discovering the socket connection and the data flow.
- Boosted application durability by adding abundant and reasonable error handling and limitations with HTML, React, Sequelize model, and migration to prohibit unexpected inputs from breaking the site.
- Engineered with the Sequelize queries and a new Redux dispatch logic to allow synchronous content updates on the client’s browser, while ensuring the UI was intent and bug-free using CSS and React class name selection.