

# Calvin Loh

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## EDUCATION

### University of London

Bachelor of Science in Computing and Information Systems

Second Upper Honors

Relevant Coursework: Computer Networks and Communications, Database Systems and SQL; Object-Oriented Programming; Distributed Systems and Cloud Computing

Singapore

May 2022

## WORK EXPERIENCE

### HeyMax (Pre-series A loyalty tech startup)

Singapore

Founding Solutions Engineer

Sep 2023 – Present

- Scaled customer support team from sole founding member to leading 6-person operation, transitioning from pre-seed to pre-series A startup stage
- Established and managed 24/7 on-call support rotation system, personally covering weekend and off-hours shifts with 15-minute response time for critical escalations
- Triaged and resolved 75+ complex technical customer support escalations per month, coordinating across teams and achieving 90% resolution within SLA timeframes
- Implemented system monitoring and dashboard tools, reducing incident detection time by 40% and incident occurrence by 25% through proactive monitoring
- Developed technical troubleshooting and process documentation, improving support resolution rate by 35% and reducing time for knowledge transfer by 90%

### NCS Group

Singapore

Business Systems Analyst

Jun 2022 – Aug 2023

- Managed technical customer support escalation process for 20+ enterprise clients during peak demand in production with 90% customer satisfaction
- Collaborated with offshore engineering teams in managing priorities with complex bugs, achieving 80% resolution rate within SLA timeframes
- Developed SQL queries for data modelling and data patching, improving time to isolate root cause of issues by 50%
- Executed 50+ weekly production deployments on Linux environments using command-line tools, with no incidents

### Sopra Steria

Singapore

Software Engineer Intern

Jun 2021 – Sep 2021

- Performed deep technical troubleshooting of rule engine issues through systematic log analysis, resolving 10+ complex test cases weekly during user acceptance testing
- Developed business rules debugging techniques from product requirements, reducing time to isolate root cause of test case failures by 50%
- Collaborated across functional teams to resolve failed test cases, contributing to 10+ successful feature deliveries

## CERTIFICATIONS

### **Graduate Certificate in Architecting Scalable Systems**

*Singapore*

Institute of Systems Science, National University of Singapore

*Mar 2024*

Relevant Coursework: CI/CD, Solutions Architecture, Microservices, Platform Management, DevOps, Test-Driven Development, Amazon Web Services, Containerization

### **Professional Scrum Master I**

*Online*

Scrum.org

*Jul 2022*

Relevant Coursework: Scrum, Agile, Software Development Project Management

## SKILLS & INTERESTS

**Technical Skills:** Advanced in On-Call Production Support, Incident Management, Customer Escalation; Proficient in SQL, Scripting, Log analysis, Linux Command-line (curl, dig, git, traceroute, mtr); Familiar with Networking, Cloud-Native Architecture (AWS, GCP), Technical Documentation, Network Systems

**Languages:** English: Native, Mandarin Chinese: Fluent

**Interests:** Cycling, History Museums, Travelling, Journalling