

JONATHAN CHAI

 jon-chai@outlook.com

 0413424170

 www.linkedin.com/in/jonathan-chai-09160155

Website: <https://www.jonchai.com/>
Scrum.org Profile:
<https://www.scrum.org/user/273750>

ROLES

- Solution Architect
 - Scrum Master
 - Consultant
-

CERTIFICATIONS

- Professional Scrum Master I
 - Professional Scrum Master II
-

LANGUAGES

- English
 - Chinese
 - Malay
-

SUMMARY

I am a resourceful, forward-thinking digital transformation expert with demonstrated success in project management and stakeholder management, often involved in customer-facing operations dealing with people from different levels of hierarchy.

I am an Agile practitioner. My key area of Agile practices includes Scrum, Kanban and XP. I am also proficient in DevOps as a complement to Agile.

Count on me to solve difficult and complex problems under even the harshest work environment. I help transform business vision into IT solutions.

AREAS OF EXPERTISE

- **Software Development** – More than 10 years of software development experience. Proficient in Microsoft Technologies, .NET and most of the latest Javascript framework and libraries, such as Angular.
- **Cloud Computing** – Adept in Microsoft Windows Azure.
- **Agile / Scrum** – Ensured that Scrum values and events are practiced and Agile values are upheld. Implemented transition from waterfall to Agile.
- **Budget & Cost Management** – By applying various means of cost controls, such as reducing waste, risk management and careful contract negotiations helped keep project costs under control.
- **Stakeholder Management** – Through various communication channels, stakeholders were kept informed of project updates or changes so that they were not caught by surprise.
- **Client / Supplier Collaboration** – Ensured orders were fulfilled in a timely manner by managing suppliers' time to delivery and clients' expectation.
- **DevOps** – Technical knowhow in DevOps helped dramatically reduce time to build and deploy software iterations by applying CI / CD for each committed piece of work.
- **Team Leadership** – Mentored team members on technical knowhow and helped provide guidance on various issues.
- **Process Improvements** – Devised and implemented processes and procedures to strengthen operations (refer to Agile / Lean / Scrum) which helped improve overall productivity and minimize wastage and risks.



BUSINESS / STARTUP ACTIVITIES

NEXUSTATE (MARCH 2017 – PRESENT)

Co-Founder / Chief Technology Officer / Scrum Master

Key Responsibilities

- Solution architecture design
- Clean code development
- UX and UI design
- Maintain Agile iterations and feedback loop through Scrum
- Integrate with cloud technologies
- Lead and coordinate / collaborate with remote members of the team

Projects

- Asset Management as a Service

Patterns & Practices

- Software development and delivery: Scrum
- Development pattern: Durable Functions, ServiceBus, CQRS, Mediator, Micro-services, OAuth and State Management framework
- Source control: Azure Devops
- Continuous integration / continuous deployment: Azure Pipelines
- Cloud Providers: Microsoft Windows Azure and Amazon Web Services
- Cloud Infrastructure: Pulumi

Technology

.NET Core, ASP.NET Web API, Angular 8, Akita State Management framework, Bulma CSS Framework, Angular Material, Azure Functions, Azure Storage, Azure SQL, Azure ServiceBus, AWS S3, Auth0





PROFESSIONAL EXPERIENCE

BHP BILLITON (NOVEMBER 2019 – PRESENT)

Senior Software Developer / Scrum Master

Key Responsibilities

- Develop solutions in accordance to BHP framework and narratives
- Engage with key stakeholders to obtain and clarify requirements
- Enable teams to better adopt Scrum
- Remove impediments for team members
- Ensure ceremonies are conducted appropriately
- Setup CI/CD pipelines with TeamCity and Octopus Deploy
- Conduct interviews on behalf of Playbook 2.0 team

Projects

- Playbook 2.0

Patterns & Practices

- Software development and delivery: Water-Scrum-fall
- Source control: BitBucket (git) and Azure DevOps

Technology

.NET Core, ASP.NET Web API, Angular 5, MES (Bootstrap) CSS framework

DEPARTMENT OF AGRICULTURE & FISHERIES (JANUARY 2019 – NOVEMBER 2019)

Senior Software Developer

Key Responsibilities

- Design software architecture and provide system integration solution
- Introduce clean architecture
- Provide UX and UI design using a variety of framework and tools
- Engage with key stakeholders to obtain and clarify requirements


Key Achievements

- Successfully delivered million-dollar project with recognized excellence
- Introduced unconventional new architecture and framework to ITP Software A department which improved efficiency and reduced technical debt
- Given an award in recognition of excellence in project delivery (see Awards section)

Projects

- PARIS (Project / Process management solution)

Patterns & Practices

- Software development and delivery: Water-Scrum-fall
 - Development pattern: CQRS, Mediator, Micro-services, Scheduler and State Management framework
 - Source control: BitBucket (git)
 - Continuous integration / continuous deployment: Jenkins, Octopus Deploy
- 



Technology

.NET Core, ASP.NET Web API, Angular 8, Akita State Management framework, Materialize Framework, Angular Material, Hangfire Background Scheduler, SSRS Reporting Service

SSW, BRISBANE, AUSTRALIA (MARCH 2018 – DECEMBER 2018)

Senior Software Architect (Senior Consultant) at Allianz Worldwide Partners

Key Responsibilities

- Provide consulting services to identify, define, develop and implement solutions across complex business environments.
- Propose solutions and best practices to reduce technical debt
- Liaise with business analysts, designer and product owner to ensure requirements are understood and implemented correctly
- Recommend ways to experiment and run Scrum more effectively, whenever possible

Supplementary Responsibilities

- Work with Scrum Master (who is also our Account Manager) to set a proper Scrum foundation (the ceremonies)
- Give advice to Scrum Master on how to better use Burndown as an internal metric
- Provide feedback on how to better run Sprint Review and Retro

Key Achievements

- Consistently named top performer by Allianz in recognition over my contribution, in particular, being pro-active in tackling problems early on
- Participated and provided ways on how to better run Scrum

Projects

- Allianz Worldwide Partners PAGE

Patterns & Practices

- Software development and delivery: Water-Scrum-fall
- Development pattern: CQRS, Micro-services, Service Bus
- Source control: Visual Studio Team Services (git)
- Continuous integration / continuous deployment: Team City, Octopus Deploy

Technology

.NET Core, ASP.NET Web API, Angular 5, Bootstrap 4, NServiceBus, SAP



SMS MANAGEMENT & TECHNOLOGY, BRISBANE, AUSTRALIA (NOVEMBER 2017 – MARCH 2018)

Consultant at Domino's

Key Responsibilities

- Provide consulting services across a wide range of industries and clients to identify, define, develop and implement innovative and high-quality business and technology solutions across complex business environments
- Identify and support business development opportunities, including recognition of potential client activity, preparation and promotion of proposals and tenders, and promotion of SMS practices
- Participate in and contribute to corporate core capabilities, practice methodologies and standards and the SMS knowledge database, including case studies, research papers and reports, thus supporting knowledge transfer and ensuring an ongoing SMS competitive advantage.

Supplementary Responsibilities

- Work with Iteration Manager to help transition from waterfall to Agile

Key Achievements

- Shared knowledge on Agile / Scrum with the team throughout Domino's transition from Waterfall to Agile.

Projects

- Domino's Online Ordering
- Pizza Mogul

Patterns & Practices

- Software development and delivery: Water-Scrum-fall
- Development pattern: Micro-services, Onion architecture
- Source control: Visual Studio Team Services (git)
- Task management: Trello
- Continuous integration / continuous deployment: Team City, Octopus Deploy

Technology

ASP.NET MVC C#, ASP.NET Web API, Angular 5, AngularJS, KnockoutJS, Microsoft Windows Azure

CODE HEROES PTY LTD, BRISBANE, AUSTRALIA (MAY 2017 – NOVEMBER 2017)

Team Lead / Scrum Master

Key Responsibilities

- Facilitated Sprint Planning, Daily Scrums, Sprint Reviews and Sprint Retrospective
- Kept the Development Team focused on development work while removing impediments from time to time
- Introduced metrics to measure "progress" and project management processes to reduce outside interference
- Continuously learned Agile / Scrum techniques and shared findings with the team
- Identified weaknesses in the way Scrum was run and coached team members on how to better apply Scrum and Agile principles
- Introduced various Agile tools such as Burndown chart and Planning Poker





Projects

- QUT
- FIIG
- Millionaire's Run

Patterns & Practices

- Software development and delivery: Scrum
- Development pattern: Model-View-ViewModel, Reactive Programming
- Source control: GitHub
- Task management: Clubhouse
- Continuous integration / continuous deployment: Bitrise, Hockey App

Technology

Microsoft .NET Framework, Microsoft .NET Standard, Xamarin.Forms, Xamarin.iOS, Xamarin.Android, SQLite, Reactive Extensions, Unity C#.

POWERTRADE ENERGY SDN BHD, SELANGOR, MALAYSIA (MARCH 2016 – FEB 2017)

Business Development Manager / Project Manager

The business deals with supply, delivery and installation of generators and other related equipment. Through my role as a Project Manager at Powertrade Energy, I was exposed to a multitude of industries and people, such as oil & gas, mining, infrastructure, petrol chemical, cement plant, datacenter and mixed development.

Notable companies and projects I have been involved with include to: Mass Rapid Transit (MRT) – Gamuda MMC, AECOM, Lafarge, RAPID Pengerang – Technip and Fluor, KTMB, Kohler

Key Responsibilities

- Developed new, high-profile customer portfolio
- Presenting to engineering contractors, consultants and end users
- Gathered requirements / scope of work to understand and assess risks involved
- Prepared budget, worked out costing and proposal
- Prepared statement of work and safety procedures
- Tendered for projects
- Liaised with relevant stakeholders and collaborated with all parties to ensure smooth delivery and installation of equipment
- Collaborated with suppliers from China, India, Singapore and United States of America to solicit the best possible products for each project.
- Defined proper processes that are best suited for each project.
- Mitigated risks by carefully analyzing requirements and check for missing information. Often times, I'd personally visit a site in order to obtain a good understanding of the scope.
- Organized daily meetings to keep track of progress and to ensure transparency across project. Any blockers could be identified and eliminated.



Key Achievements

- Successfully developed a long-term client relationship with a few high-profile customers, winning contracts of up to RM1,000,000 to supply, deliver and install equipment in RAPID Pengerang, company's first ever penetration into the petrol chemical market. It resulted in a new revenue stream for the company.
- Introduced Kanban board to help with manufacturing and fabrication team in tracking work in progress and Lean to reduce wastage

BRILLIANT BYTE SDN BHD, KUALA LUMPUR, MALAYSIA (MARCH 2012 – FEB 2016)

Operations Manager [Project Manager] / Solutions Architect / Co-Owner

Key Responsibilities

- Planned and monitored project budget and spending (outsourcing, third party components, etc)
- Gathered requirements, conducted business analysis and performed scoping
- Produced detailed business / project plans
- Managed project scope and quality criteria to ensure that products delivered meet expectations
- Tracked progress through various metrics such as use of Kanban Board (Trello)
- Addressed problems through risk management and contingency planning
- Liaised with relevant stakeholders to keep them updated on projects' progress
- Implemented Agile by applying Kanban, Feature Driven Development and Tests Driven Development

Key Achievements

- Built and delivered multiple high value projects (above RM200,000) on time, up to customers' satisfactions.
- Successfully won many key projects for the company, especially one with one of the largest limousine chartering services in Malaysia.
- Successfully transitioned from Waterfall to Agile (Feature Driven Development & Tests Driven Development) through discovery, learning and continuous improvement which resulted in heightened productivity and reduced risk by deploying software earlier to gain feedback.

Patterns & Practices

- Software development and delivery: Waterfall / Agile
- Development pattern: Model-View-ViewModel, Micro-services, Onion architecture
- Source control: Microsoft Team Foundation Server
- Task management: Microsoft Project / Trello
- Continuous integration / continuous deployment: Microsoft Team Foundation Server

Technology

Microsoft .NET Framework, ASP.NET Webforms, ASP.NET MVC, ASP.NET Web API, WCF, WPF, MS SQL 2014, Entity Framework, Telerik DataAccess, Telerik Reporting, Kendo UI, Angular.JS, CSS 3, HTML 5, Windows Azure, Microsoft Unit Testing with Moq Framework.



Projects

1. Event Management / Table Booking
2. Trade Flow System
3. HR (Leave Management)
4. HR (360 Appraisal)
5. Inventory and Billing
6. Point of Sale
7. Taxi Chartering System (customized from 5 & 6)
8. Gas Cylinder Delivery Billing System (customized from 5)
9. Accounting middleware
10. DotNetNuke
11. Telerik Sitefinity website

EG INFORMATION TECHNOLOGIES SDN BHD, SELANGOR, MALAYSIA (DECEMBER 2010 – FEB 2012)

Senior .NET Developer

Key Responsibilities

Studied requirements given by Project Manager and proposed workflows for the team. Built prototypes for presentation and gathered feedback as part of AGILE methodology. Led development team for Insurance Package Sales System, Barometer of Liability Agreement Claims System and eRice eCommerce platform. Developed algorithms that solved complex insurance processes. Designed system architecture and user experience, developed backbone for Barometer of Liability Agreement (BOLA), a motor claims system that's used in Singapore.

Technology

Microsoft .NET Framework, ASP.NET Webforms, MS SQL 2008, Entity Framework, Microsoft Visual SourceSafe, Javascript, jQuery and jQueryUI.

SILVERLAKE SCIENCE AND MATHEMATICAL SOLUTION SDN BHD, SELANGOR, MALAYSIA (JULY 2010 – OCTOBER 2010)

Programmer

Key Responsibilities

Analyzed requirements, developed new features and maintained existing codes.

CELLNIQUE COSMACEUTICAL SDN BHD, SELANGOR, MALAYSIA (DECEMBER 2009 – JULY 2010)

Programmer

Key Responsibilities

Researched the market for platforms that best fit their business model and required the least customization. Customized open source platforms (Magento). Developed custom modules for their e-commerce platform based on Magento. Maintained contents and executed e-marketing plans such as purchase promotions and advertisements. Developed interactive microsites for marketing campaigns using various tools and platforms.



EDUCATION

BACHELOR OF COMMERCE (FINANCE & BUSINESS INFORMATION SYSTEMS) AT CURTIN UNIVERSITY OF TECHNOLOGY, WA

July 2007 – June 2009

- Commended for excellent academic performance for two straight semesters by the School of Economics and Finance, Curtin University of Technology.
- Graduated with distinction
- Achieved a course weighted average of 77.47

BACHELOR OF COMMERCE (MARKETING MANAGEMENT) AT UNIVERSITY OF SOUTH AUSTRALIA

January 2006 – December 2006

ONTARIO SECONDARY SCHOOL DIPLOMA AT TAYLOR'S COLLEGE, SUBANG JAYA, MALAYSIA

January 2005 – December 2005

TECHNOLOGY STACK

Project Management Tools: Microsoft Project, Trello, Visual Team Foundation Server, Clubhouse.io

Web Development: ASP.NET Webforms, ASP.NET MVC, Silverlight, Telerik ASP.NET controls, KendoUI, jQuery, jQuery UI, Angular.JS, Angular 2+, Angular Material, Akita State Management, Materialize, FlexLayout, Bootstrap, HTML 5 and CSS 3, PHP.

Desktop Application Development: WPF, Telerik WPF controls

Web Services: WCF, WCF RIA, Web API

Mobile Development: Windows 8, Windows Phone 8.1, Xamarin.Forms

Object Relational Mapper: Entity Framework, Telerik DataAccess

Database: MS SQL Server 2008 and above, MySQL

Reporting: Crystal Report, Telerik Reporting, SSRS

CMS Platforms: DotNetNuke (DNN 7 & 8), Telerik Sitefinity and Wordpress

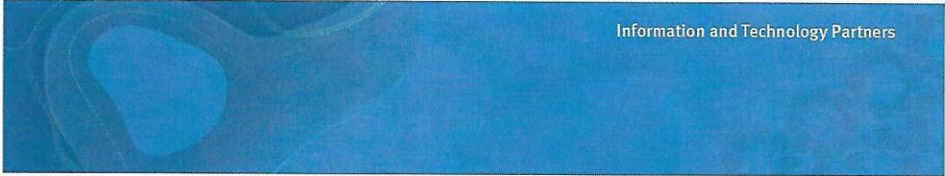
Continuous Integration / Continuous Deploy (CI/CD): VSTS Build, VSTS Deploy (Azure), Bitrise, HockeyApp, Jenkins

Design Tools: Adobe Photoshop, Adobe Illustrator, Microsoft Publisher, AutoCAD 2D





AWARDS



ITP Excellence Award

Awarded to

PARIS project team

for

excellence in the successful delivery
of the PARIS project to DAF and
DES.

Signed

Awarded by

Tony Grant

Chief Information Officer

Information and Technology Partners

17 December 2019

Department of Agriculture and Fisheries

