

Yong Hao KHOR

Technical Consultant

Email: fyhao1 [at] gmail.com**Github:** github.com/fyhao**Location:** Singapore Permanent Resident, located at Singapore, Born in Malaysia

I am driven IT consultant expertise in Contact Centre application design, extensive experience in Java EE Object oriented Backend technologies, Microservices, DevOps Release management (GIT / JIRA), database design. Willing to pursue career in challenging work environment in order to have best use of my skillsets and experiences.

CAREER SUMMARY

- **10 years of experience in core Java EE** in application design, development, testing and implementation support. Got Sun Certified Java programmer; Sun Certified Web Component Developer; Sun Certified Business Component Developer in 2009.
- Experience in **IVR & Agent Desktop / Portal Development**, integrating with client backend CRM systems via REST/SOAP, websocket.
- Carry out projects in both agile and SDLC manner
- Experience in **object oriented / functional programming** in Java / NodeJS / Python, Expert in **Spring boot cloud native development** (follows 12 factors), experience building apps in **docker**, proficiency in front end programming like **React JS / React Native** / HTML5/CSS3 / jQuery / Angular. Ability to code in iOS Swift & Android Java. Experience in Gitlab **CI/CD** setup, **branch release management**, with **automated unit test** with junit, npm unit test, with casperjs for automated UI testing, with Jmeter for load test, with OWASP ZAP for pen test. Developing **RESTful web services**. Experience in **RDBMS** such as MSSQL, MariaDB, Oracle setup and complex query, and also experience in **NoSQL** such as Redis / MongoDB. Experience in **Messaging** such as ActiveMQ / Redis.
- Fast learner and willing to study more on **big data and AI/ML** such as attended Pluralsight / Udemy course on Python tensorflow / pandas

WORK EXPERIENCE

- July 2019 - Present, **Application Consultant**, at NTT SG. (Note: Dimension Data merged into NTT SG)
- 1 Oct 2015 - July 2019, **Application Consultant**, at Dimension Data Asia Pacific (DDAP). (Note: JJCS had been acquired by Dimension Data, the job role as per continued.)
- 2011 - 30 Sept 2015, **Application Engineer**, at [Jebsen & Jessen Communication Pte Ltd \(Full-time position\)](#). Responsibilities in Software Development Life Cycle (SDLC), perform requirement analysis, design, development, and implementation on customer site.

RESEARCH EXPERIENCE / PROJECTS:

- **Cisco PCCE Migration (Avaya to Cisco) for DBS HK / TW / SG IBG**
 Client: DBS
 Duration: 2019-2020
 Description: Developer for Cisco Finesse Gadget, supports requirement gathering, design, development, testing, deployment
 Skillset: Cisco Finesse/ Cisco CVP & ICM Scripting, REST/SOAP / Websockets, JDK 11, Spring

used: Boot, jQuery, ActiveX, Java web start, Pcomm interface.

- **Cisco PCCE Migration (Avaya to Cisco) for Telecentre**

Client: Telecentre

Duration: 2019-2020

Description: Developer for Cisco Finesse Gadget, supports requirement gathering, design, development, testing, deployment. Support voice and chat setup.

Skillset used: Cisco Finesse/ Cisco CVP & ICM Scripting / Cisco ECE, REST/SOAP / Websockets, JDK 11, Spring Boot, jQuery.

- **Cisco PCCE Migration (Avaya to Cisco) for AIA SG**

Client: AIA

Duration: 2019-2020

Description: Developer for Cisco Finesse Gadget, supports requirement gathering, design, development, testing, deployment. Also develop for Verint integration, to integrate Verint call recording URL & Verint Speech Transcription data tagged into the call.

Skillset used: Cisco Finesse/ Cisco CVP & ICM Scripting, REST/SOAP / Websockets, JDK 11, Spring Boot, jQuery.

- **Cisco UCCE Voice / Email for IRAS**

Client: IRAS

Duration: 2019-2020

Description: Developer for Cisco Finesse Gadget, supports development, testing, deployment. Support voice and email channel setup and customizations.

Skillset used: Cisco Finesse/ Cisco CVP & ICM Scripting / Cisco ECE, REST/SOAP / Websockets, JDK 11, Spring Boot, jQuery, Angular, Node.JS.

- **Genesys outbound dialer API**

Client: Shopee

Duration: 2020

Description: Develop script to import/ export dialer lead via Outbound dialer API

Skillset used: Node.JS, Genesys outbound dialer API

- **Twilio Whatsapps Integration to Cisco ECE**

Client: DBS

Duration: 2020

Description: Develop middleware to link Twilio Whatsapps to Cisco ECE agent desktop for a simple POC purpose

Skillset used: Node.JS, Twilio Whatsapps Messaging Service, Cisco ECE Conversation API webhook

- **IBF Web Portal**

Client: IBF

Duration: 2018

Description: Support Development / Testing for one of the CR in IBF web portal when I am in Dimension Data.

Skillset used: ASP.NET MVC C#.NET

- **Singtel PPVMS Migration**

Client: Singtel

Duration: 2017-2018

Description: Developer to migrate incumbent Singtel inhouse web portal Prepaid Voucher Management system from Sun webserver/OracleDB/Oracle iplanet to Redhat/MariaDB/Tomcat. Support proposal, requirement gathering, development, testing, support. Support OS installation, hardening, Load Test, Penetration Test, Data Migration.

Skillset used: Knowledge in Java EE / Python / Node JS, Oracle Database / MariaDB Database, Sun WebServer, Unix, 3Des/PGP Encryption.

- **Avaya Contact Centre Setup (Jacada workspace) for MOMCC**

Client: MOMCC

Duration: 2015-2017

Description: Developer for Avaya Jacada workspace / agent scripting / call centre custom portal and batch job, supports requirement gathering, design, development, testing, deployment.

Skillset used: Java, C#.NET, ExtJS, Avaya JTAPI, NodeJS, Python.

- **Singtel NGI Contact Centre Projects**

Client: Singtel

Duration: 2014-2015

Description: Developer for Jacada workspace / agent scripting / call centre custom portal and batch job, supports requirement gathering, design, development, testing, deployment.

Skillset used: Knowledge in AAEP VXML, CCXML, Java EE, Axis2, SQL Server Database, Oracle Database, Sun WebServer, Unix, 3Des/PGP Encryption.

- **Comfort Delgro Contact Centre Migration from Genesys to Avaya**

Client: Comfort Delgro

Duration: 2014

Description: Support Avaya Experience Portal IVR Development.

Skillset used: Knowledge in AAEP VXML, CCXML, Java EE, IBM MQ.

EDUCATION

1. **Tertiary** - B.SC. (Hons) in Computer Science, Coventry University (2010)
First Class Honour Degree (CGPA: 3.92)
2. **Secondary** - Foon Yew High School (2007)

PROFESSIONAL ASSOCIATIONS

- July 2012 - present, ACM (Association for Computing Machinery) Professional Membership (ID: 5803603)