Chong Jeng Ying

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PROFILE

Software Engineering professional with hands-on experience in designing, supporting, and enhancing enterprise-scale Transport Enterprise Applications (TEA) and Warehouse Management Systems (WMS) within a high-availability logistics environment. Experienced in full software lifecycle exposure — from requirement gathering and system analysis to production troubleshooting, optimization, and continuous improvement.

Skilled in Angular, Java, and Flutter development with strong understanding of scalable system architecture, and database design. Proficient in SQL (Oracle / SQL Server) for complex data operations, performance tuning, and system reliability enhancement.

Collaborate closely with cross-functional teams to translate business requirements into technical solutions, contributing to system enhancements and workflow optimization.

Strong analytical mindset with production-level system thinking, capable of bridging development and operations to deliver robust, scalable, and maintainable software solutions.

PROFESSIONAL EXPERIENCE

Tiong Nam Logistics Solutions Sdn. Bhd. | Johor Bahru, Johor　　　　　　　　**December 2022 - Present**

Application Support Engineer

- Collaborated with cross-functional and cross-regional teams to gather requirements, design solutions, and deliver software solutions.
- Developed front-end enhancements using Angular to improve user experience and performed backend root cause analysis using Java Spring Boot.
- Performed unit testing and supported UAT to ensure feature stability before deployment.
- Documented solutions and best practices for the team to refer to, ensuring consistency and efficient troubleshooting.
- Provide L2/L3 support for the Transport Enterprise Application (TEA), ensuring 24/7 operational continuity covering for Order Fulfillment and Driver Logsheets modules.
- Adhered to strict Service Level Agreements (SLAs), ensuring Mean Time to Resolve (MTTR) was minimized to prevent any backlog in daily delivery schedules.
- Utilized Linux command-line tools (grep, tail, awk) to perform deep log analysis, reducing root-cause identification time for P1/P2 incidents by 25%.
- Developed SQL-based reconciliation reports to identify orphan orders (orders with no shipping labels), reducing delayed shipments by 15%.
- Supported the TNG (Touch 'n Go) integration for automated toll expense tracking, reducing manual reconciliation errors for cross-border or local transport by 20%.
- Acted as the first point of contact for network outages and connectivity issues between the warehouse, mobile driver apps, and the central Transport Enterprise Application (TEA), server.

CRT - Insights Technology Sdn Bhd. | Johor Bahru, Johor　　　　　　　　**December 2021 - November2022**

Helpdesk Consultant

- Delivered high-quality first-line support for Microsoft Dynamics 365 Business Central and NAV, ensuring seamless ERP operations for diverse client portfolios.
- Diagnosed, reproduced, and resolved complex technical and functional bugs, utilizing root cause analysis to minimize system downtime and maintain high operational efficiency.
- Conducted follow-ups to provide tailored advice and ensure customer satisfaction.
- Managed end-to-end customer resolution cycles, providing tailored technical advice that improved user adoption and fostered long-term client satisfaction.
- Evaluated client business objectives and translated complex requirements into implementable ERP workflows and standardized processes.

Codekidz by EduWel Sdn. Bhd. | Kuchai Exchange, Kuala Lumpur | Part Time   Jan 2023 – Dec 2025
Online Private Programming Tutor
- Plan, prepare, developed and delivered engaging programming lessons tailored for children aged 8–16 using tools such as **Roblox Studio, Kitten Editor, Python, and Minecraft** that align with **Codekidz** teaching standards.
- Simplified core programming concepts (loops, conditions, variables) into interactive, project-based learning.
- Encouraged collaborative learning by facilitating group coding challenges and interactive debugging sessions, promoting teamwork and communication skills.
- Guided students in creating projects such as **Roblox games, Python scripts, and Minecraft modifications**, fostering creativity and technical skills.

EDUCATION

Tunku Abdul Rahman University of Management and Technology (TARUMT), Setapak   2019 – 2021
Bachelor of Software Engineering (Honours)
- Focused on Software Quality and Network Infrastructure. Developed a strong foundation in high-availability system design.

Tunku Abdul Rahman University of Management and Technology (TARUMT), Penang   2017 - 2019
Diploma in Science, Computer Science and Computer Mathematics
- Key Coursework: Data Structures, Discrete Mathematics, Statistics, and C++ Programming.
- Focus: Strong emphasis on logical reasoning and algorithmic problem-solving, providing a solid foundation for complex system troubleshooting.

PROJECTS & EXTRACURRICULAR

Android Car Park Reservation System | Java, Firebase   October 2020 – January 2021
- Developed full-stack Android application using modular architecture.
- Implemented role-based authentication using Firebase Auth.
- Engineered concurrent booking logic to prevent double-booking.
- Integrated Firebase Realtime Database for real-time parking availability updates.

Activity   October 2020

Active Participant in the **TARUMT Basketball Club**
- Silver Medalist in university competition.
- Demonstrated strong **teamwork** and **collaboration** with team members.

Leadership experience   March 2021

Member of Toastmasters Club Johor Bahru
- Enhanced public speaking and structured communication skills.

SKILLS

- Technical Skills

  - **Programming languages:** Java | Java Script | Python | C++ | Dart | Linux (Bash) | Git | Lua-Roblox | MySQL

  - **Computer software/ frameworks:** React, Flutter, Node.js, SpringBoot, TailwindCSS, Firebase, GitHub, Power Bi, Pivot Table, Application Development Adobe Photoshop

  - **Personal Skills:** Ability to work in a team | Quick learner of computer program | Ability to think critically | Patience and adaptability when teaching young learner| Curriculum development tailored for children

  - **Technical Concepts** : RESTful API Development | Database Design & Data Modeling | Object-Oriented Programming (OOP) | Software Development Life Cycle (SDLC) | System Troubleshooting & Root Cause Analysis | Performance Optimization & Tuning

  - **Languages:** English, Chinese, Malay