

Chung Leung

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I'm a full-stack typescript engineer with experience implementing digital platforms ranging from full-service billing services, to smart-meter management toolkits and AI for customer service.

I have broad expertise in languages and frameworks across the typescript ecosystem. I understand long-term technical strategy, how it aligns with core business needs, and can make the pragmatic, language-agnostic decisions to support them. I'm a big proponent of DevOps principles, encouraging my teams to embrace automation techniques for security, scalability, and recovery.

I recently completed an MBA, learning how to make the world a better place with cutting edge technology and innovative organisations. I'm passionate about combining great teams and pragmatic code to make transformative ideas real and scale them for impact.

Career Summary

Bulb Energy - 2021-Present

- Developed the platform of services supporting Bulb's international customers
- Contributed to a full suite of customer management services, improving billing accuracy, simplifying revenue collection, and automated navigation of industry data processes
- Led the delivery of features including customer self-service on web and mobile, streamlining customer enrolment, and improving financial transparency for customers
- Ensured continuous delivery and stability at scale, implementing infrastructure-as-code, rigorous application performance monitoring, and automated service scaling/recovering. This led to decreases in production incidents and reductions in resolution time, improving customer service across multiple time zones

MBA - University of Exeter Business School - 2019-2020

- Graduated first in my class with a Dean's Commendation
- Final project designing a platform to connect sustainability start-ups, entrepreneurial networks, and funding sources in the South West
- Research focus on circular economies, renewable resource loops, and regenerative business opportunities

IBM - 2014-2021

Lloyds Banking Group - Virtual Assistant Platform

Tech - AI services (predominantly Watson), Node, React, and Jenkins on various cloud platforms

- Tech Lead for teams from across business groups to create a first-of-a-kind customer engagement solution using machine learning technologies that saved £1m in monthly customer service costs
- Developed an innovative and resilient system that is to date the largest of its kind in the world, handling more transactions per day than any other industry product
- Delivered machine learning tooling to empower non-technical users to leverage powerful AI services
- Created customer-centric solutions with an obsessive focus on underlying pain points, constantly involving end-users in cooperative feedback and design. Ultimately increased our Net Promoter Scores by 20%
- Introduced Agile DevOps methods that enabled rapid code validation, automated monitoring, and reduced release cycle lengths by 80%
- Built teams greater than the sum of their parts. Nurtured junior team members, giving them the opportunities to grow capabilities, develop their technical talents, and deliver exceptional assets together

Npower - Smart Meter Data Architecture

Tech - React, Python, and enterprise SAS

- Worked closely with client directors, engineers, and users to design end-to-end data processes and micro-services architecture for Npower's Smart Energy rollout
- Created smart meter data framework for 3 million customers, underpinning opportunities for brand new business models, data, and revenue streams that are revolutionising the energy industry
- Remodelled client's design strategy to incorporate agile methodologies, robotic process automation, and lean operations principles; reinventing their business process architecture to focus on customer outcomes
- Effected a culture of open communication and rapid iteration by establishing fortnightly review sessions to receive critical feedback and understand stakeholder's real needs

Public Sector Client (NDA) - Data Science Practice

Tech - Python, TensorFlow, Keras, and machine learning libraries

- Lead tutor for course in data science fundamentals: Python 101 to custom Machine Learning models
- Developed remote delivery methods including collaborative cloud-based labs and on-demand video content
- Designed organisational transitions required to scale client's analytics and data science practice

RBS - Data Warehousing

Tech - SQL and Teradata

- Managed Data Traceability from legacy systems, through multi-layered data models, to data warehouses
- Led technical design of data models built on stringent quantitative and qualitative needs analysis
- Developed automated SQL reporting and processes to reduce monitoring times by 65%

Professional Development

Front End	Web (React, HTML5, CSS), Mobile (React-native), GraphQL (apollo, urql)
Back End	Node (express, koa), Python (flask)
Infrastructure & DevOps	Kubernetes, Terraform, DataDog, Sentry, CircleCI, TravisCI, Jenkins
Data Science and Machine Learning	SQL and NoSQL DBA, Python, TensorFlow, and Keras
Cloud Platforms	Google Cloud, IBM, AWS, and Azure AI services

Education

The Exeter MBA (Distinction)	University of Exeter - 1 st in class	2019 - 2020
BA Hons 2:1 Ancient History and Archaeology	Durham University	2008 - 2011

Interests and Achievements

- Guest speaker at Imperial College London, Flatiron School, and the University of Exeter to encourage diversity and broaden access to technical career paths
- Winning national titles with ultimate frisbee teams as a captain and coach. Driven to success by nurturing talents and motivating teammates towards collective goals.
- Innovating alongside teams as a coach and winner at hackathons.
- Collaborating with academic and corporate R&D teams to build state-of-the-art prototypes and contribute to industry-leading white papers

Additional Information

Languages: English (native), Cantonese (intermediate), Spanish (intermediate)

Dual National: United Kingdom, Hong Kong

Personal website: chungleung.com

GitHub: github.com/chungleu